Guardall Director V4.74
User's Guide

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Welcome

Entering an Area & Disarming the System

Area Setting	Reader/Door Mode			
	Locked & Card Only	**Locked & Card+PIN**	**Locked & Card or UID/PIN**	**Locked & UID/PIN Only**
Disarmed (Off)	Present card, open the door	Present card, enter PIN open the door	Present card or enter user no., enter PIN open the door	Enter UID+PIN (or PIN only), open the door
Armed & 'Auto Disarm on Valid Token'	Present card, open the door	Present card, enter PIN open the door	Present card or enter user no., enter PIN open the door	Enter UID+PIN (or PIN only), open the door
Armed & 'PIN-Only' or 'ID+PIN'	Present card, open the door. Then log into panel and disarm it.	Present card, enter PIN open door. Then log into the panel & disarm it.	Present card or enter user no., enter PIN open door. Then log into the panel & disarm it.	Enter UID+PIN (or PIN only), open the door. Then log into panel and disarm it.
Armed & Dual Custody	Present card, open the door. Then login with two user PINs (or ID+PIN), & disarm area.	Present card, enter PIN open door. Then login with two user PINs (or ID+PIN), & disarm area.	Present card or enter user no., enter PIN open door. Then login with two user PINs (or ID+PIN), & disarm area.	Enter UID+PIN (or PIN only), open the door. Then login with two user PINs (or ID+PIN), & disarm area.

If the door is unlocked, access is not controlled (simply open the door to enter the area). Conversely, if the door is locked, and all cards are presently 'locked out', users will be unable to enter.

Card Number: As an alternative to the user ID number (UID), and/or access cards, the system can be set for entry and login using the card number instead (4-10 digits).

Visitors that must be Escorted: Persons with a card set as "Visitor (Escort-Required)" must be escorted at each controlled reader (valid escort or regular cardholder--depending on the system settings).

To enter at a controlled door and disarm the area, an entry delay must be in effect. As well, only the users with authority to both enter the door at this time AND disarm the area will be granted entry.

The 'ID + PIN' or 'PIN Only' login requirement is determined by the 'Feature-Set' selection for the account.

Dual Custody (and Escort mode) is supported at individual readers as well.

Using an Arming Station: Additional features and entry options are provided through an arming station. These units are essentially a proximity reader with keypad, plus additional status indicators and features. For details on using an arming station, please refer to the xL (panel/keypad) User's Guide.

Readers set to Enable or Disable Cards: Some readers may be set to enable or disable specific types of cards (such as visitor cards, or all temporary cards, etc.)--with or without an associated door being unlocked at this time. All other (valid) cards will be granted access as usual.

Note: Cards can either be disabled permanently, or allowed to be re-enabled later.

To Enter using a Door-Opener Button: Use your access card and/or PIN to unlock the door (and activate the button). Then, simply press and release the door-opener button. Once inside the area, 'log' in at an LCD keypad, and disarm the area if required (i.e., if NOT set for "Auto-Disarm on Valid Token").

If You are Being Forced to Enter: With Card+PIN mode in effect, you can trigger a 'Duress' alarm by reversing the last 2-digits of your personal ID number (PIN). This can also be done when 'logging' into an LCD keypad.

To Exit Using an RTE (REX) Button: Simply press and briefly hold the request-to-exit button.

If you Hold the Door Open: If the door is held open for 'too long', a 'Door Held Open' message will be logged.

A person holding a door open, or indicating that they are being forced to enter may also trigger an alarm (depending on the monitoring settings for the specific door).

Entering During the Pre-Arming Cycle: With a scheduled arming, authorized persons entering during the 15 minute pre-arming cycle will be granted access--without interrupting the arming cycle. They would then have to:

+ Extend the closing time ("work-late"), or
+ Manually disarm the area once the final pre-arm countdown begins, or;
+ Leave before the arming occurs.

Welcome to Guardall Director

Start-up and Logging In

Multiple Instances: Beginning with Director v4.70, you can run multiple copies of the interface (…Director.exe). This allows you to access different features and/or different accounts at the same time.

Starting the Guardall Director Software

Select **Start**, **Programs**, **Guardall Director V4**, and **Guardall Director**, and wait for the start-up screen to appear.

Activation Key: The Guardall Director software uses a small 'activation key' to manage software licensing and optional features. This device must be plugged onto the PC that contains the software database (≥**V4:** USB connector; ≤**V3.3.2:** Parallel/printer port; **V3.3.3:** Either).

Note: Director software ≥**V4 will not start up** if the USB key is missing.

Client/Server Systems: Take care to ensure that the Guardall Director software is NOT already running before attempting to start it. Troubleshooting Tip: If the desktop is acting strangely, you may have two copies of the software running (and you've run out of memory).

Logging In (Single-PC)

To gain access to your assigned items and features, you must first perform a 'Login': Select **Login** from the toolbar, and then enter your name and password, pressing **Tab** in between. Then, press **Enter**, or click **Login**.

Logging In (Client/Server)

Select **Login** from the toolbar, and then enter your name and password, pressing **Tab** in between. (Ensure the "Server Location" is set as well, if present.) Then, press **Enter**, or click **Login**.

If a "Cannot Connect to Server" screen appears, check that you have not mistyped the "Server Location".

Note: The Director-server PC and software must be running (this is the PC that includes "...Director-Server.exe", and typically contains the database as well. For additional things to check, refer to "Director Server Manager and Client/Server Issues" (near the back of this guide).

If you just upgraded for client/server (server location missing on login screen): You may need to login once, shut down the software (incl. the communications or server module), then start the software and login again.

On-Line Help Language

For versions of Guardall Director that include multi-language help files, the on-line help will normally come up in the language associated with your operator settings. You can also select a different language-version if desired (for this work-session).

Selecting a Different Help Language: Open the **Help** menu, select **Language**, and then select from the available choices.

The Auto-Lockout Feature

If you do not use your keyboard for a specific period of time, the software will automatically go into 'lockout' mode to protect against an unauthorized person viewing or changing items. (For details, refer to the **[Lockout]** description).

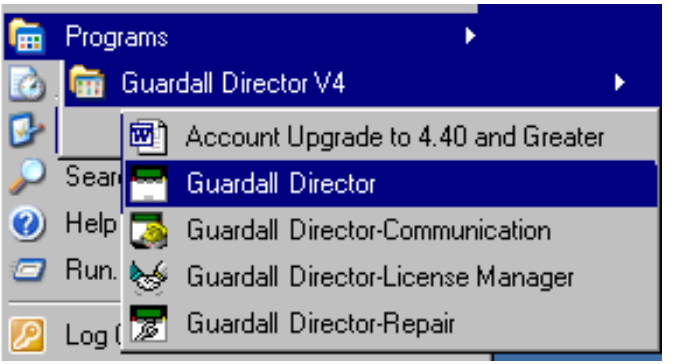
To set the period of time before the keyboard lockout will occur (when you are logged in), refer to the section on "Operators".

- **Name:** A valid operator's name.
- **Password:** The operator's assigned password.

  Default Operator Name & Password:
  Operator, **1234**

  The default login name and password take effect only until changed by a system administrator. To protect against unauthorized access to the software, the default password should be changed right away.

  If your login name and password are no longer supported after upgrading from an earlier software revision, refer to "Upgrading from an Earlier Version of Software", paying special attention to converting your previous database.



- **Server Location:** In a multi-PC (client-server) installation, this allows you to identify the Guardall Director server. Select (or type in) the server "PC name" (or its network "IP address").

  Director-Server PC: This is the PC that includes "**...Director-Server.exe**", and typically contains the database as well.

  Tip: This can be an IP address, or a name (FQDN). Contact your IT rep. for assistance if needed. For remote access (different PC) with certificate authentication, this value must be as supported by the certificate.

  More: Server Validation Certificates

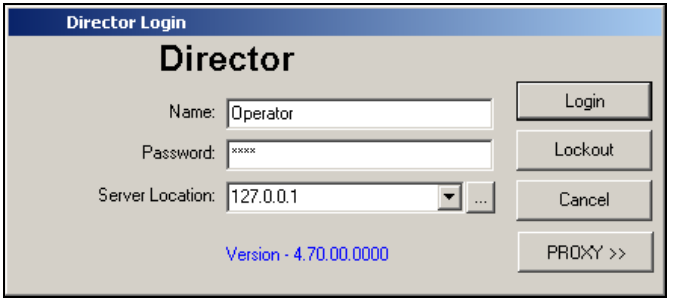
  Multi-Server Login: You can select up to 6 servers for simultaneous login. This allows listing and selecting accounts from any of the server PCs without having to log out in between. (All servers you are logged into appear under **[Server]** in the 'tree'.) Related: "Working with Accounts and Folders"

  Tip: Use semicolons (;) to separate multiple server names, or click **[...]**.

  - **[...]:** Opens a small screen to allow selecting multiple servers. (The login will apply to all server PCs shown in this screen.) For each server, type or select the PC name (or IP address) at the bottom of the screen, and click **[Add]**. You can also **[Delete]** a selected server, or **[Replace]** it after typing a new name.

    Attention: Your operator login name and password must be valid for all of the desired servers. (You will be logged into the servers for which your login name and password are valid.)

  To login at the server PC itself, use the PC name (**not** the IP address).



- **[Login]:** If the entered name and password are valid, the operator will be provided access to the items and features as assigned in their operator permissions.

  Server Connection Status: A small screen will show you the connection progress while a connection is made with your selected server(s).

- **[Lockout]:** This shuts down the software except for the status toolbar. (**Tip:** If the same operator logs back in, the software will also remember what account they were 'in'.)

  The status toolbar requires that the software be connected with the applicable panels. For details on the status toolbar, or on establishing panel communications, refer to "Checking Status and Controlling Items".

- **[Cancel]:** Aborts the login request.
- **[PROXY]:** Provides settings used to connect out to the Director-server via the internet through a proxy server.

  Settings: "Proxy Type" (select "None" if not using this feature), "Domain", and a "User Name" and "Password" that has suitable permissions on that domain. (For these and other proxy settings, get an 'IT' person to help you.)

Note: Port 443 must be 'open' on the network for the Director-server.

Exiting, Logging Off, or Changing Operators

Shutting Down the Guardall Director Software

To shut down the Guardall Director software, click the **X** in the extreme upper-right corner of the Guardall Director screen (or open the **File** menu, and select **Exit**).

Tip: If you changed any desktop settings, and would like to retain them, be sure to click the check-box provided.

Then, select "**Yes**" on the confirmation screen.

The RPC Server is Unavailable: This message appears if the Director-Server application had been shut down previously (before the Director software).

Logout or Lockout

To 'log' off, simply select **Logout** on the toolbar (or open the **File** menu, and select **Logout**).

Tip: If you changed any desktop settings, and would like to retain them, be sure to click the check-box provided.

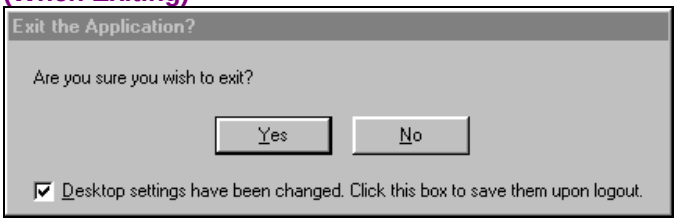
Then, select **Yes** to 'logout', or **No** to put the software in 'Lockout' mode. (See the 'Logout / Lockout' screen descriptions for details.)

To protect against unauthorized access to the Guardall Director software, it is always a good idea to use the logout (or lockout) feature before leaving your workstation. (For a related topic, see "The Auto-Lockout Feature", previous.)

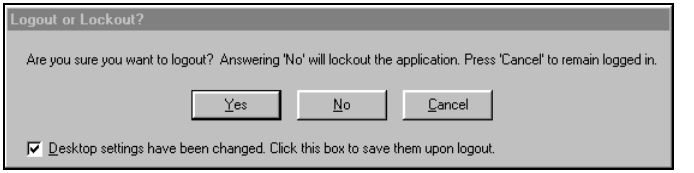
Changing Operators

Changing operators is simply a matter of one operator logging out, and the second operator logging in. (For details, see previous / above.)

(When Exiting)


Exit the Application?
Are you sure you wish to exit?
Yes
No
Desktop settings have been changed. Click this box to save them upon logout.

Logout / Lockout


Logout or Lockout?
Are you sure you want to logout? Answering 'No' will lockout the application. Press 'Cancel' to remain logged in.
Yes
No
Cancel
Desktop settings have been changed. Click this box to save them upon logout.

- **[Yes]**: Logs the present operator out, and shuts down the Guardall Director software.
- **[No]:** Aborts the exit request.

  If you have changed any desktop settings, a check-box will be provided to let you save your settings.
- **[Yes]** (Logout)**:** Logs the present operator out, shutting down access to the Guardall Director software.
  (Until the next valid operator performs a 'login'.)
- **[No]** (Lockout)**:** This shuts down the desktop except for the status toolbar (and login button). (**Tip:** If the same operator logs back in, the software will also remember what account they were 'in'.)

  The status toolbar requires that the software be connected with the applicable panels. For details on using the status toolbar, or on establishing panel communications, refer to "Checking Status and Controlling Items"
- **[Cancel]:** Aborts the logout request, leaving the present operator logged in.

  If you have changed any desktop settings, a check-box will be provided to let you save your settings.

(For a related topic, see "The Auto-Lockout Feature", previous.)

The Desktop

Your 'Window' to the System

The desktop is your interface to the Guardall Director software, providing a familiar Windows 'look and feel', with access to all features and items assigned to you as a Guardall Director operator.

The Guardall Director interface can be set as desired by each individual operator. This includes whether they prefer the MyTools bar, or the Tree window, plus the sizing of the desktop sections, and other settings.

Selecting Desktop Items to be Displayed

The **[Tree]**, **[MyTools]** and **[Events]** buttons on the toolbar allow viewing or hiding different aspects of the desktop (try it!).

Your MyTools Bar: You can customize the look and content of the MyTools bar to your own preferences. For details, refer to "Customizing the MyTools Bar".

Account-Folders: For systems with single-account licensing, only one account will appear in the tree. In larger systems, **[Account Folders]** will be shown in the tree for operators with multi-account permissions (or that have the authority to edit account folders).

Saving Your Desktop Settings

After changing an aspect of the desktop (the sizing, Forms/Grid mode, and/or which aspects are to be displayed, you can save your changes so the desktop appears in the same format the next time you login. To save your changes, open the **View** menu, select **Desktop Settings**, and then **Save**.

Tip: You will also be asked if you want to save your changes whenever you logout or exit from the software.

Navigating the Desktop

Many screens are divided into 'tabs' of related settings. (Start with the 'Standard' tab, and look in any additional tabs that are of interest to you.) Some screens also include the familiar windows 'scroll-bars' whenever an item is too large to fit on-screen.

Changing the Size of the Desktop

To resize the entire desktop, click and drag the bottom right corner to the desired position. (If the screen is presently 'maximized', you'll first need to double-click the blue title-bar, or click the middle button in the upper right corner of the screen.)

To 'maximize' the desktop, double-click the blue title-bar, or click the middle button in the upper right corner of the screen.

Changing Proportions of Desktop Areas

To change the proportion of the desktop, move the mouse to the edge of a screen area (such as between the 'tree' and forms/grid area), and watch for the cursor to change shape. Then, click-and-drag the edge of the window to a new location.

Tip: You can also **maximize** the form/grid area, or the monitoring window (i.e., cause it to fill the entire screen) by double-clicking the title-bar for the specific window **twice**. (Also see "Resetting...", to follow.)

Changing the Position of Desktop Items

Each portion of the desktop can be repositioned, and/or viewed on its own. This is especially useful on a multi-monitor PC, allowing an item such as the monitoring window to be viewed separately.

To relocate an item, 'drag-and-drop' the item by its title-bar, while watching for the greyed box indicating the new position.

To view an item 'full-screen' (such as the monitoring window), double-click its title-bar twice. To access the main desktop screen again, double-click the title-bar once again.

Resetting the Desktop

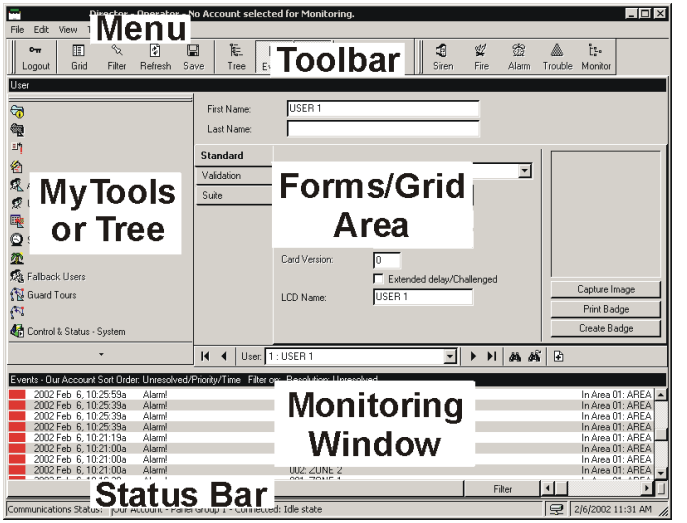
After moving and resizing areas of the screen, you may wish to reset the desktop to either your last saved settings, or to the initial factory default layout.

Last Saved Settings: Click **Reset** on the toolbar (or open the **View** menu, and select **Desktop Settings**, and **Reset**).

Factory-Default Layout: Open the **View** menu, and select **Desktop Settings**, and **Default**).

Tip: If a window or portion of the desktop is presently "maximized" (fills the entire screen), you'll need to double-click its title-bar to access the menu or toolbar.

Note: If your desktop was accidentally **saved** with the monitoring window 'undocked' and hidden behind the main desktop, follow the preceding steps for "Factory Default Layout".



- **The Menu:** Provides access to some miscellaneous features of the Guardall Director software. **Tip:** The **Tools** menu provides access to Wizards that simplify setting up a new system, and/or enabling communications with a panel.
- **The Toolbar:** Provides access to some common tasks.
- **The 'Tree'** (optional)**:** This is an expandable/ collapsible outline that allows selecting an account, and provides access to most topics including system configuration, management, and status & control. Click **[Tree]** on the toolbar to view or hide the 'tree'.
- **The 'MyTools' Bar** (optional)**:** This is a customizable list of tasks/items that can be used as alternative to the 'tree'.

  Tip: Click **[MyTools]** on the toolbar to view or hide the MyTools list/bar. Note: Only the items allowed by your operator permissions will be visible in the Tree and MyTools Bar. As well, for items pertaining to a specific account, you must first double-click to enter the account.

  Tip: You can customize the look and content of the MyTools bar when you are logged in (View ⇨ MyTools ⇨ Customize). For details, refer to "Customizing the MyTools Bar".

  MyTools Doesn't Work: If you select **[MyTools]**, and only a small empty 'button' appears, this means no items are assigned to the 'MyTools' bar. See the previous tip to fix this.
- **The Forms/Grid Area:** This area shows details on your present topic (as selected from the tree or MyTools bar). This can be set for either a forms view (typical / data entry), or 'grid' format (experienced persons / viewing and sorting lists).

  (Use the Form / Grid button on the toolbar to switch views.)
- **The Monitoring Window** (optional)**:** This area shows recent events that have been received (for a selected account).

  Click **[Events]** on the toolbar to view or hide the monitoring window.

  Multi-Account Systems: With multiple accounts, the monitoring window shows the events for your present account. (Select **[Account Folders]** in the tree, then locate and double-click your desired account.)

  To set the account to be monitored by the status toolbar, click **[Monitor]** on the far-right end of the toolbar.
- **The Status Bar:** This area (at the extreme bottom of your desktop) shows whether or not you are connected with a selected account (i.e., associated panels), plus other communications-related status messages.

Other Desktop Choices

Tip: You can save your desktop changes at any time: Open the **View** menu, select **Desktop Settings**, & **Save**. Note: You will also be asked if you want to save your changes whenever you logout or exit from the software.

Selecting Desktop Items to be Displayed

The **[Tree]**, **[MyTools]** and **[Events]** buttons on the toolbar allow viewing or hiding different aspects of the desktop (try it!).

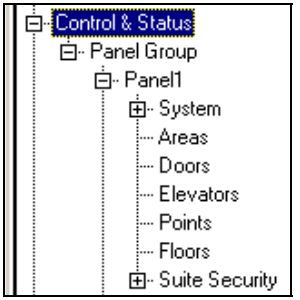
You can customize the look and content of the MyTools bar to your own preferences . For details, refer to "Customizing the MyTools Bar".

Listing Items Panel-by-Panel vs. in a Single List and Showing or Hiding Panel References in Forms

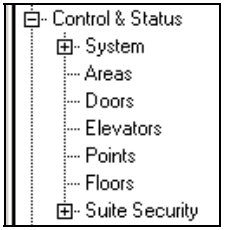
For some tasks, you have two choices as to how items will be displayed (in a single list, versus panel-by-panel), and/or whether or not panel (and panel group) references will appear in the form / grid portion of the desktop.

Logical Tree View?

No



Yes (✓)



Show Panel/Panel Group Information:

Listing Configuration and Control & Status Topics in the Tree "Panel-by-Panel":

1) Click your account/site button in the tree. Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click an account.
2) Right-click a topic in the tree (or open the **View** menu), and check to ensure that **Logical Tree View** is **not** selected.

Listing Configuration and Control & Status Topics in the Tree as a Single List:

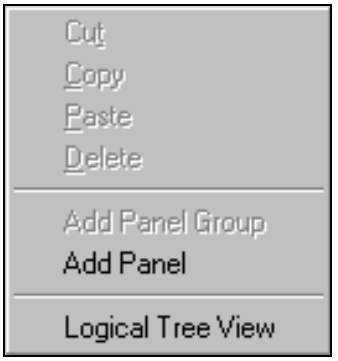
1) Click your account/site button in the tree. Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click an account.
2) Right-click a topic in the tree (or open the **View** menu), and check to ensure that **Logical Tree View** **is** selected.

To Show Panel References in the Forms/Grid Window

(This is available only when "Logical Tree View" is in effect.)

1) Set the tree to show items in a single list (see previous / above).
2) Open **Configuration** (or **Control & Status**) in the tree, and select any topic (such as "System").
3) From the **View** menu, select **Panel Information**, and ensure that "**Show Panel / Panel-Group Information**" is selected.
   Tip: The "ID and Name" selection causes the name to be included in the 'Panel' and 'Group' columns when working in Grid view.

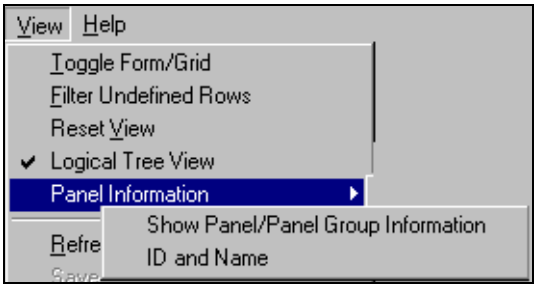
(Right-Click within the Tree for an Account)



- **Logical Tree View:** 'Toggles' the tree between listing all topics for an account (√) versus listing the topics separately for each system panel (by panel group).

  Note: This setting mostly pertains to the "Control & Status", and "Configuration" topics.

("View" menu when a Configuration or Control & Status Topic is Selected in the Tree)



(This is available only when "Logical Tree View" is in effect.)

- **Panel Information:**
  - + Show Panel / Panel-Group Information: Identifies system panels and panel groups at the bottom of configuration forms (and in grid view);
  - + ID and Name: In conjunction with the setting above, this shows the name for each system panel and panel group (instead of ID only) when working in **Grid** view.

In **Forms** view, selecting "Show Panel / Panel-Group Information" always displays the ID **and** Name for the panels & groups. (The "ID and Name" setting has no effect when working in Forms view).

Running Reports, and Monitoring System Activity

Time-and-Attendance Reporting

In/Out Status Tracking: This feature requires "User In/Out Status Tracking" to be enabled.
Related Setting: *YourAccount*, ⇨Account Information, ⇨Setup (tab), ⇨**"Enable User In/Out Status for this Account"**

Time and Attendance Reports

Cardholder time and attendance reporting allows generating reports pertaining to the presence (roll-call), tardiness, number of hours at work, etc. for users pertaining to a specific account.

These reports are extrapolated from entry and exit (access granted) messages in the activity log, and compared against a selected "attendance-period" that defines when the users are supposed to be inside the facility.

TechTip: Reports pertaining to past events are based on the present event list, plus any archived data that has been re-imported using the archive feature.

See: "Exporting or Importing Activity or Audit Logs".

For accurate attendance reporting:

- All doors used to enter and exit the facility must have entry and exit readers.
- The site (account) must have a 'Required Attendance Zone' defined by setting the "Area" as "Outside" for all readers used to **exit** from this zone.

  For details, refer to "Reader 1 & 2 Settings for a Door".
- Persons must use their access card / token EVERY time they enter and exit the facility.

Note: Persons last reported as 'In', but with no card activity for 24 hours will be set as 'Out'.

Attendance reports can take a full minute or longer to appear--depending on the number of cards at the site, and the number of activity messages being scanned.

For better performance, be sure to select the smallest date-range that meets your requirements. Also, you can keep the activity log to a suitable size via regular use of the **Archive** and/or **Purge** features.

For details, refer to "Exporting or Importing Activity or Audit Logs", and "Removing old Activity or Audit Logs".

Areas set for Antipassback Checking: The "APB Auto-Reset" feature is generally **not** recommended where Time & Attendance reporting functions will be used.

For details on the 'Antipassback' feature, and the "APB Auto-Reset" selection, refer to the "Antipassback" settings in the "Area" configuration topic.

Required-Attendance Time Periods

To allow time & attendance reporting, each site (account) must have required attendance time periods set up that specify the days and blocks of time that employees are supposed to be inside the facility.

For details, refer to "Required-Attendance Time Periods".

Running a Time and Attendance Report

1) Select **Time and Attendance Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Time and Attendance**.
2) Multi-Account Systems: Select the desired account near the centre of the screen.
   Tip: This option appears only if you didn't already have an account 'open' in the tree.
3) Select the range of dates to be covered by the report ("From" and "To"), and the time to be used as the "Start of Day".
   Tip: See the item-descriptions for more info.
4) Select the desired type of report (see the "Report Type" description for details).
5) Select the "Attendance period" that specifies when persons are supposed to be in the facility.
   Notes: An attendance period is **not** required for "Arrival / Departure", "Roll-Call" or "In/Out Status" reports. If a suitable attendance-period is not listed, refer to "Required-Attendance Time Periods" to set one up now.
6) To limit the report to a specific authority, user, etc., click **[Search For]**, and select the desired criteria.
   Tip: To clear a selection, select it and use your **Backspace** or **Delete** key.
   Tip: You can scroll within the form to view additional items if necessary.
7) Select a report 'destination' (i.e., whether it is to be viewed, printed, or saved as a file).
   If you select "Archive" or a type of "File", click **[File...]**, set the location and filename as desired, and click **Save**.
8) Click **[Run]**, and respond to any additional screen(s) that appear (details to follow).

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

If Printing an Attendance Report

To print a report without viewing it first: Select the type of report and other criteria as usual, and select **Printer** as the destination. Then, select **Run**, and click **OK** when the 'Print' screen appears. **Tip:** To select a different printer click **Printer**, and make your selection from the 'Print Setup' screen that appears.

To view a report before printing: Select the type of report and other criteria as usual, and select '**Screen**' as the destination. Then, click **Run**.

For details on viewing and printing the displayed report, refer to "Working with the Report Viewer".

If Exporting an Attendance Report as a File (Archive/Text File/Report Emulation File)

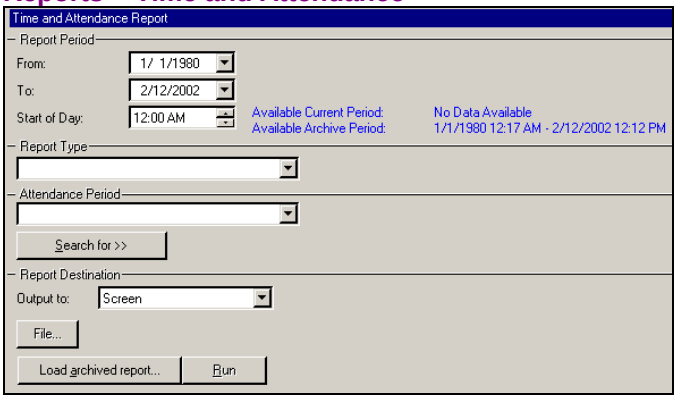
Select the type of report and other criteria as usual, and the desired file-type as the 'destination'. Then, click **[File...]**. In the next screen, set the location and filename as desired, and click **Save** when finished. Then click **Run**.

Viewing/Printing a Previously Saved Attendance Report-Archive

Select **Time and Attendance Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Time and Attendance**. Then, click **[Load archived report]** at the bottom of the form (scroll down if necessary).

Multi-Account Systems: You do not have to select an account since that was done when the report was archived.

Reports ⇨Time and Attendance



(Multi-Account Systems: Account Selection 'Tree')
- This area (near the centre of the screen) is where you select the account that your report pertains to. **Tip:** This option appears only if you didn't already have an account 'open' in the tree.

In the next screen, locate and select the desired archived report (**.raf**), and click **Open** (or simply double-click the file).

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

Report Period

- **From** and **To** (date): The beginning and end date from the event log to be checked for cardholder activity. (Change the values manually, or click the arrow to access a pop-up calendar.)

  Note: Roll-call and In/Out status reports use the previous 48 hours as a date/time range (instead of the "From" and "To" settings).
- **Start of Day:** This setting allows shifts that span midnight to be handled properly. Leave this as 12:00 AM for all work shifts that begin and end on the same day. For a shift that spans midnight, select a time at some midpoint between the end of one shift and the beginning of the next one (perhaps 1:00 PM).

Report Type

(and Strict Interval / Relaxed Interval)

- **Absentee:** Persons who were not present during some part of each specific time interval of the required-attendance period.

Exception: With "Relaxed Interval", only persons absent for the whole day are listed (if two intervals, both will be reported the same).

- **Arrival/Departure:** The time of the first arrival and last departure for all persons present on each day covered by the report.
- **Early Departure:** Persons who left before the end of one or more time intervals of the required-attendance period.

  Note: With "Strict Interval", persons who leave during a required time-interval, and then return after-hours (on the same workday) are treated as early departures. Select "Relaxed Interval" to stop this.
- **Late Arrival:** Persons who arrived after the beginning of one or more time intervals of the required-attendance period.

  Note: With "Strict Interval", persons who arrive and leave beforehand (on the same workday) and then return during a required time interval are treated as late arrivals. Select "Relaxed Interval" to stop this.
- **Totalization:** The duration each person spent inside the facility on each day during the required-attendance times.
- **Roll Call:** All persons presently tracked as being inside the facility's required-attendance zone (see note);

  v4.61: After selecting "Report Type: Roll Call", select "System" (system-wide), or an individual area, as desired. (If you select "System", the report will list persons on an area-by-area basis.)
- **In/Out Status:** A list of all users, showing whether they are presently tracked as being inside or outside of the facility's required-attendance zone (see note).

  Tip: Persons last reported as 'In', but with no card activity for 24 hours will be set as 'Out'.

  Note: For details on setting up a 'Required Attendance Zone', refer to "Reader 1 & 2 Settings for a Door".

Attendance Period

A time period (previously-defined) that specifies when persons are required to be inside the facility.

An attendance period is not required for "Arrival/Departure", "Roll-Call" or "In/Out Status" reports. To set up an attendance period, refer to "Required-Attendance Time Periods".

[Search For] / [Clear Search]

- This displays or closes the centre of the screen, which contains selections for 'fine-tuning' the report to a specific person, or users with a certain authority-profile or other criteria.

  To clear a selection: Select it and use your **Backspace** or **Delete** key.

  Searching by Name: For reports that allow searching by user-name, you can enter the 1st **or** last name only, 1st **and** last name (separated with a space), or "LastName, 1stName". If searching for a first or last name, you can enter the first few characters plus an asterisk (e.g., nam*).

  Custom User Field: This pertains to (optional) custom user information categories that can appear at the bottom of the 'User' screen.

  Note: Reports cannot be filtered on multi-line fields. Be sure to make your selection with this in mind.

  Past Employees Deleted from the System: You can type a name rather than selecting it. This allows running a report on persons (and/or items) that have been recently deleted.

Report Destination / Output To

- **Screen:** This has the report sent to the 'Report Viewer' window for viewing and/or printing desired pages;
- **Printer:** This allows selecting a printer and page-range, etc., and printing the report (without viewing it first);
- **Text File:** This has the report saved as a 'comma-delimited' text file for manipulation with another program. Allows you to change the location and/or filename if desired.
- **Report Emulation Text File:** This has the report saved as a formatted text file for viewing, printing, or editing with a text editor or word processor. Allows you to change the location and/or filename if desired.
- **Archive:** This has the report saved as a viewable archived report for viewing or printing at a later time. Allows you to change the location and/or filename if desired.

(Remaining Buttons)

(You may need to scroll within the form and/or resize the window to view additional items. Click **Reset** on the toolbar to reset the desktop.)

- **[File...]:** This allows changing the location and file-name for a report being saved for future viewing, printing, etc. **Tip:** Use a different name each time to avoid overwriting previous reports.
- **[Load Archived Report]:** This allows browsing for, and opening a previously saved report-archive (not for use with text files). The report

will appear in the report-viewer window for viewing and/or printing.

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

- **[Run]:** This runs the report based on your selected criteria. Additional screens will appear depending on your selections (such as the printer selection form, report viewer, etc.).

Required-Attendance Time-Periods

Attendance Periods

Attendance periods are weekly blocks of time that allow time & attendance reports to 'know' when users are supposed to be in the facility.

Schedules for cardholder access must **span** a larger period of time than the applicable attendance period--to let people enter the facility before their shift begins, and leave after it ends.

Adding (Setting up) an Attendance Period

Select **Attendance Period** from your MyTools bar, **or** click **[Reports]** in the 'tree', open the **Time and Attendance** branch, and select **Attendance Period**.

Multi-Account Systems: Select the desired account near the centre of the screen. **Tip:** This option appears only if you didn't already have an account 'open' in the tree.

Now, click **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu.

Alternative: You can also select a blank/grey item from the list (bottom of the form). Note: Grid view does not apply to this screen.

The attendance period is shown graphically, for Sunday through Saturday. Add a new time-interval by right-clicking a specific day, and selecting **Create New Time Interval**.

Then, drag the interval and/or its end-points to the desired location. **Tip:** Copying, pasting, and deleting is also allowed when you right-click a specific time-interval.

Repeat this process until the desired times are set up for all days in the attendance period. (You can use up to 6 unique time intervals throughout each schedule.)

Now refer to the selection-descriptions for this screen for additional information.

Tip: You can copy all settings for an attendance period, and paste them into another one: In the 1st one, right-click near the bottom of the form, and select **Copy**. Then, select a blank/new attendance period from the list, right-click near the bottom of the form, and select **Paste**. After 'pasting', change the name and any settings as desired. **Note:** 'Copy' and 'Paste' are also available from the **Edit** menu.

Viewing or Changing Settings for a Required-Attendance Period

Select **Attendance Period** from your MyTools bar, **or** click **[Reports]** in the 'tree', open the **Time and Attendance** branch, and select **Attendance Period**.

Multi-Account Systems: Select the desired account near the centre of the screen.

Now, choose the desired attendance period from the list (bottom of the form), and refer to the selection-descriptions for this screen while viewing and/or changing settings as desired.

Deleting an Attendance Period

Select **Attendance Period** from your MyTools bar, **or** click **[Reports]** in the 'tree', open the **Time and Attendance** branch, and select **Attendance Period**.

Multi-Account Systems: Select the desired account near the centre of the screen.

Now, choose the desired attendance period from the list (bottom of the form). Then, right-click a blank area near the bottom, and select **Delete**. When asked to confirm, choose **Yes**.

Pick-Lists (bottom of the Form)

- **Attendance Period** (bottom of form)**:** This is where you select an attendance period to view or edit. This area shows a reference number assigned by the system, and the name of the attendance period, once defined;

Top of the Form

- **Name:** A suitable name/description for the attendance period, or its intended use;

On this Form (Intervals 🗀)

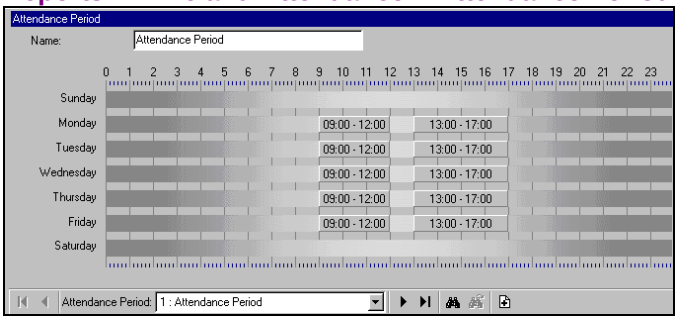
- **Days of the Week** (with Associated Time-Intervals): The days of the week showing the time intervals for each day. (To add an interval, right-click the specific day. To adjust an interval, drag the interval and/or its end-points to the desired position.)

  Tips: You can copy and paste (or delete) time intervals using the right-click menu. Up to 6 unique time-intervals can be used as desired throughout the weekdays in each attendance period.

Split Shift: Be sure to include an interval for after a meal break—assuming the break is not part of the 'required attendance' times.

Work Shift that Spans Midnight: In this case, each day will need two intervals for the times before and after midnight, plus any other required intervals (such as for after a meal break—assuming the break is not part of the 'required attendance' times).

Reports ⇨Time and Attendance ⇨Attendance Period



(Multi-Account Systems: Account Selection 'Tree')

- This area (near the centre of the screen) is where you select the account that your attendance-period pertains to. Tip: This option appears only if you didn't already have an account 'open' in the tree.

Roll-Call Reports (v4.61)

In/Out Status Tracking: This feature requires "User In/Out Status Tracking" to be enabled.
Related Setting: *YourAccount*, ⇨Account Information, ⇨Setup (tab), ⇨**"Enable User In/Out Status for this Account"**

An instant roll-call feature has been added to the status toolbar.

This sends a roll-call report for your monitored account to your default Windows printer.

(The report will list persons on an area-by-area basis.)

Note: A communications session with the applicable panel(s) must be in effect.

To start a communications session:
1) Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/OnLine**. **2)** Click **[Edit]**, and make your selections from the screen that appears.
Tip: Once there, you can open the online help at the applicable topic by pressing **F1**.

To set or change the account to be monitored:
1) Click **[Monitor]** near the far-right end of the toolbar;
2) Make your selections from the screen that appears.

To select a default printer under MS Windows:
1) Go to your Windows "Control Panel"; **2)** Double-click "Printers and Faxes"; **3)** Double-click the desired printer.

As well, "Time and Attendance - Roll-Call" reports can now be run on individual areas.

Reporting on System & Personnel Activity

Activity Reports

Activity reporting allows viewing or printing a listing of various types of events that have occurred for a specific account. A date/time range can be specified, and the report can also be limited to a specific area, device, person, etc.

TechTip: Reports pertaining to past events are based on the present event list, plus any archived data that has been re-imported using the archive feature.
See: "Exporting or Importing Activity or Audit Logs".

As well, activity reports can be viewed and/or printed right away, saved for future reference, or exported for manipulation with another program.

For better performance, activity reports cover only the latest 5000 messages in the activity log. For even faster execution, keep the activity log to a suitable size via regular use of the **Archive** and/or **Purge** features.
See: "Exporting or Importing Activity or Audit Logs", and "Removing old Activity or Audit Logs".

Running an Activity Report

1) Select **Activity Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Activity**.
2) Multi-Account Systems: Select the desired account near the centre of the screen.
Tip: This option appears only if you didn't already have an account 'open' in the tree.
3) Select the date/time range to be covered by the report (under "From" and "To").
Tip: See the item-descriptions if you need help.
4) Select the types of events to be included in the report (you must select at least one).
5) To limit the report to a specific person, area, door, etc., click **[Search For]**, and select the desired criteria.
To clear an individual selection, select it and use your Backspace or Delete key. To reset/clear all selections, scroll down and click **[Reset]**.
Tip: You can scroll within the form to view additional items if necessary.
6) Select a report 'destination' (i.e., whether it is to be viewed, printed, or saved as a file).
If you select "Archive" or a type of "File", click **[File...]**, set the location and filename as desired, and click **Save**.
7) Click **[Run]**, and respond to any additional screen(s) that appear (details to follow).

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

If Printing an Activity Report

To print a report without viewing it first: Select the type of report and other criteria as usual, and select **Printer** as the destination. Then, select **Run**, and click **OK** when the 'Print' screen appears. **Tip:** To select a different printer click **Printer**, and make your selection from the 'Print Setup' screen that appears.

To view a report before printing: Select the type of report and other criteria as usual, and select '**Screen**' as the destination. Then, click **Run**.

For details on viewing and printing the displayed report, refer to "Working with the Report Viewer".

If Exporting an Activity Report as a File (Archive/Text File/Report Emulation File)

Select the type of report and other criteria as usual, and the desired file-type as the 'destination'. Then, click **[File...]**. In the next screen, set the location and filename as desired, and click **Save** when finished. Then click **Run**.

Viewing/Printing a Previously Saved Activity Report-Archive

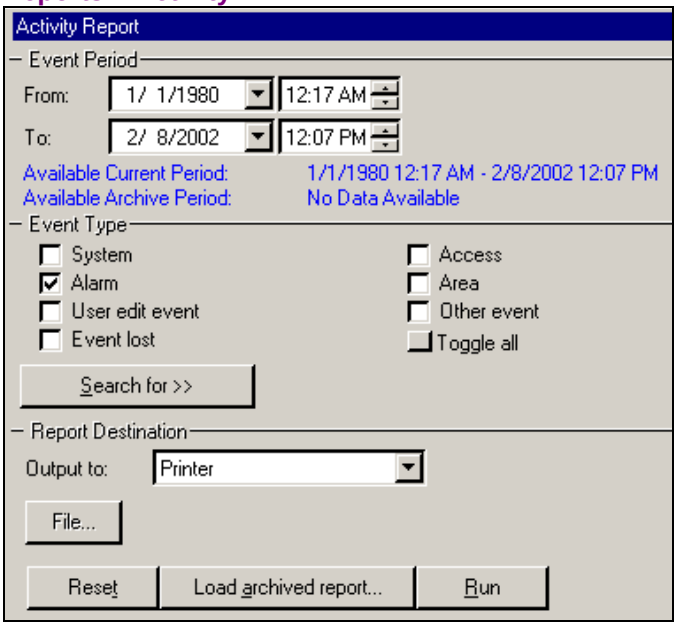
Select **Activity Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Activity**. Then, click **[Load archived report]** at the bottom of the form (scroll down if necessary).

Multi-Account Systems: You do not have to select an account since that was done when the report was archived.

In the next screen, locate and select the desired archived report (**.raf**), and click **Open** (or simply double-click the file).

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

Reports ⇨Activity



(Multi-Account Systems: Account Selection 'Tree')

- This area (near the centre of the screen) is where you select the account that your report pertains to. **Tip:** This option appears only if you didn't already have an account 'open' in the tree.

Event Period

- **From** and **To** (date and time): The beginning and end date from the event log to be checked for cardholder activity.

  Tip: You can change the dates manually, or click the arrow to access a pop-up calendar. To set the times, click within the 'hours' or 'minutes', and use the up/down arrow keys.

Event Type

- The various types of messages that can be included in the report (select the ones that you want included).

  Note: You must select at least one event-type. "**Toggle All**" allows selecting or de-selecting all event-types.

[Search For] / [Clear Search]

- This displays or closes the centre of the screen, which contains selections for 'fine-tuning' the report to a specific person, area, door, etc.

  Custom User Field: This pertains to (optional) custom user information categories that can appear at the bottom of the 'User' screen.

Note: Reports cannot be filtered on multi-line fields. Be sure to make your selection with this in mind.

Show on Resolution: This lets you have the list include events depending on whether or not they have been 'resolved' (i.e., dealt-with). "All": This shows all events--including ones not associated with the comment/resolution feature.
For details on resolving events, refer to "Dealing with Alarms (Comment / Resolve)" in the section on monitoring activity (previous).

Show on Priority: This allows limiting the window to show only events of a desired priority value (or range).

Show on Custom Filter: This allows limiting the window to show only events of a desired 'custom-filter' value (or range).

Also See: To assign priorities or 'Custom Filter' values, refer to the configuration topic: "Customizing How Events are Displayed".

Tip: To clear an individual selection, select it and use your Backspace or Delete key. To reset/clear all selections, click the **[Reset]** button at the bottom of the form (scroll down if this button is not visible).

Past Employees Deleted from the System: You can type a name rather than selecting it. This allows running a report on persons (and/or items) that have been recently deleted.

Report Destination / Output To

- **Screen:** This has the report sent to the 'Report Viewer' window for viewing and/or printing desired pages;
- **Printer:** This allows selecting a printer and page-range, etc., and printing the report (without viewing it first);
- **Text File:** This has the report saved as a 'comma-delimited' text file for manipulation with another program. Allows you to change the location and/or filename if desired.
- **Report Emulation Text File:** This has the report saved as a formatted text file for viewing, printing, or editing with a text editor or word processor. Allows you to change the location and/or filename if desired.
- **Archive:** This has the report saved as a viewable archived report for viewing or printing at a later time. Allows you to change the location and/or filename if desired.

(Remaining Buttons)

Tip: You can scroll within the form and/or resize the window to view additional items when necessary. (Click **Reset** on the toolbar to reset the desktop.)

- **[File...]:** This allows changing the location and file-name for a report being saved for future viewing, printing, etc. **Tip:** Use a different name each time to avoid overwriting previous reports.
- **[Reset]:** This provides a quick way to reset/clear the "Search for" criteria and other selections on the form.
- **[Load Archived Report]:** This allows browsing for, and opening a previously saved report-archive (not for use with text files). The report will appear in the report-viewer window for viewing and/or printing.

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

- **[Run]:** This runs the report based on your selected criteria. Additional screens will appear depending on your selections (such as the printer selection form, report viewer, etc.).

Reporting on Previous Guard-Tours

Guard Tour Reports

Guard tour reports allow viewing or printing a listing of events pertaining to previous guard tours for a specific account. A date/time range can be specified, and the report can also be limited to specific items such as guard tour alarms, or the guard arriving early or late.

TechTip: Reports pertaining to past events are based on the present event list, plus any archived data that has been re-imported using the archive feature.

See: "Exporting or Importing Activity or Audit Logs".

Active Guard Tours: For details on monitoring a guard-tour, refer to "Guard Tours".

As well, guard tour reports can be viewed and/or printed right away, saved for future reference, or exported for manipulation with another program.

For better performance, activity and guard-tour reports cover only the latest 5000 messages in the activity log. For even faster execution, keep the activity log to a suitable size via regular use of the **Archive** and/or **Purge** features.

See: "Exporting or Importing Activity or Audit Logs", and "Removing old Activity or Audit Logs".

Running a Guard Tour Report

1) Select **Guard Tour Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Guard Tour**.
2) Multi-Account Systems: Select the desired account near the centre of the screen.
   Tip: This option appears only if you didn't already have an account 'open' in the tree.
3) Select the date/time range to be covered by the report (under "From" and "To").
   Tip: See the item-descriptions if you need help.
4) Select the types of events to be included in the report (you must select at least one).
5) Select a report 'destination' (i.e., whether it is to be viewed, printed, or saved as a file).
   If you select "Archive" or a type of "File", click **[File...]**, set the location and filename as desired, and click **Save**.
6) Click **[Run]**, and respond to any additional screen(s) that appear (details to follow).

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

If Printing a Guard Tour Report

To print a report without viewing it first: Select the type of report and other criteria as usual, and select **Printer** as the destination. Then, select **Run**, and click **OK** when the 'Print' screen appears. **Tip:** To select a different printer click **Printer**, and make your selection from the 'Print Setup' screen that appears.

To view a report before printing: Select the type of report and other criteria as usual, and select '**Screen**' as the destination. Then, click **Run**.

For details on viewing and printing the displayed report, refer to "Working with the Report Viewer".

If Exporting a Guard Tour Report as a File (Archive/Text File/Report Emulation File)

Select the type of report and other criteria as usual, and the desired file-type as the 'destination'. Then, click **[File...]**. In the next screen, set the location and filename as desired, and click **Save** when finished. Then click **Run**.

Viewing/Printing a Previously Saved Guard Tour Report-Archive

Select **Guard Tour Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Guard Tour**. Then, click **[Load archived report]** at the bottom of the form.

Multi-Account Systems: You do not have to select an account since that was done when the report was archived.

In the next screen, locate and select the desired archived report (**.raf**), and click **Open** (or simply double-click the file).

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

Event Period

- **From** and **To** (date and time): The beginning and end date from the event log to be checked for guard-tour events.

Tip: You can change the dates manually, or click the arrow to access a pop-up calendar. To set the times, click within the 'hours' or 'minutes', and use the up/down arrow keys.

Event Type

- The various guard tour events to be included in the report (the guard arriving late, etc.). Select the ones that you want included).

Note: You must select at least one event-type. "**Toggle All**" allows selecting or de-selecting all event-types.

Report Destination / Output To

- **Screen:** This has the report sent to the 'Report Viewer' window for viewing and/or printing desired pages;
- **Printer:** This allows selecting a printer and page-range, etc., and printing the report (without viewing it first);
- **Text File:** This has the report saved as a 'comma-delimited' text file for manipulation with another program. Allows you to change the location and/or filename if desired.
- **Report Emulation Text File:** This has the report saved as a formatted text file for viewing, printing, or editing with a text editor or word processor. Allows you to change the location and/or filename if desired.
- **Archive:** This has the report saved as a viewable archived report for viewing or printing at a later time. Allows you to change the location and/or filename if desired.

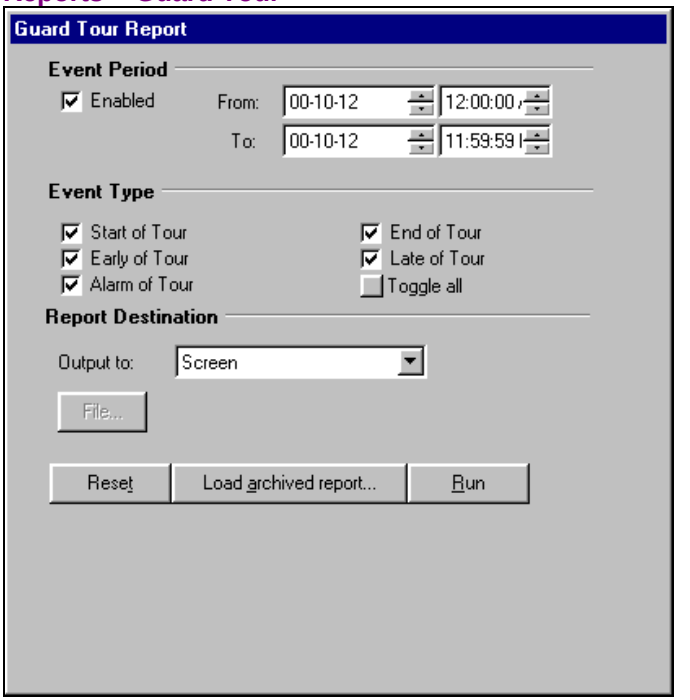
(Remaining Buttons)

- **[File...]:** This allows changing the location and file-name for a report being saved for future viewing, printing, etc. **Tip:** Use a different name each time to avoid overwriting previous reports.
- **[Reset]:** This provides a quick way to reset/clear all selected items on the screen.
- **[Load Archived Report]:** This allows browsing for, and opening a previously saved report-archive (not for use with text files). The report will appear in the report-viewer window for viewing and/or printing.

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

- **[Run]:** This runs the report based on your selected criteria. Additional screens will appear depending on your selections (such as the printer selection form, report viewer, etc.).

Reports ⇨Guard Tour



(Multi-Account Systems: Account Selection 'Tree')

- This area (near the centre of the screen) is where you select the account that your report pertains to. **Tip:** This option appears only if you didn't already have an account 'open' in the tree.

Reporting on User Access Authorities (by Area, Door, or Floor)

User Access Reports

User-access reports provide a list of the persons with authority to access a specific area, door, or floor on specific weekdays and times. You can also list: • Cards that have expired; • Cards that will expire in the future (selectable date-range); • Cards that have not been used since a specific date; • Cards identified as being 'Lost'.

Related: Users, ⇨Lost Cards
🕮 Cards that have been Lost

Tip: This is a powerful report that checks more than schedules and area assignments. It also checks things like "Master Override", scheduled door unlockings, etc.

Note: This report pertains to users who are **intended** to have access based on system configuration. (It cannot allow for things such as manual door unlockings.)

User-access reports can be viewed and/or printed right away, saved for future reference, or exported for manipulation with another program.

Running a User-Access Report

1) Select **User Access Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **User Access**.
2) Multi-Account Systems: Select the desired account near the centre of the screen.
   Tip: This option appears only if you didn't already have an account 'open' in the tree.
3) Refer to the selection-descriptions for this screen while setting up your report as desired.
4) Click **[Run]**, and respond to any additional screen(s) that appear (details to follow).

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

If Printing a User-Access Report

To print a report without viewing it first: Select the type of report and other criteria as usual, and select **Printer** as the destination. Then, select **Run**, and click **OK** when the 'Print' screen appears. **Tip:** To select a different printer click **Printer**, and make your selection from the 'Print Setup' screen that appears.

To view a report before printing: Select the type of report and other criteria as usual, and select '**Screen**' as the destination. Then, click **Run**.

For details on viewing and printing the displayed report, refer to "Working with the Report Viewer".

If Exporting a Report as a File
(Archive/Text File/Report Emulation File)

Select the type of report and other criteria as usual, and the desired file-type as the 'destination'. Then, click **[File...]**. In the next screen, set the location and filename as desired, and click **Save** when finished. Then click **Run**.

Viewing/Printing a Previously Saved Report-Archive

Select **User Access Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **User Access**. Then, click **[Load archived report]** at the bottom of the form (scroll down if necessary).

Multi-Account Systems: You do not have to select an account since that was done when the report was archived.

In the next screen, locate and select the desired archived report (**.raf**), and click **Open** (or simply double-click the file).

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

Report Type

- Select the type of information to be included in your report.

User Access to Area/Door/Floor: This lists users/cards that have access to a specific area, door, or floor during selected days and times.

Expired Cards: This lists cards that are presently expired, or that will expire in the future (per your selections). **Tip:** You can change the date numerals manually, or click the arrows to access pop-up calendars.

Inactive Cards: This lists cards that have note been used since a selected date. **Tip:** You can change the date numerals manually, or click the arrow to access a pop-up calendar.

Lost Cards: This lists cards that have been identified as 'lost'. User names and IDs will be included in the report for cards set as 'Lost' through the "Users" screen.

Related: Users, ⇨Lost Cards
🕮 Cards that have been Lost

Time Range

- Select the time of day to be examined for cardholder access (i.e., the starting time and end time).

Tip: To set the times, click within the 'hours' or 'minutes', and use the up/down arrow keys. **Note:** The report will include everyone with access during **any portion** of your selected time range.

Selected Days

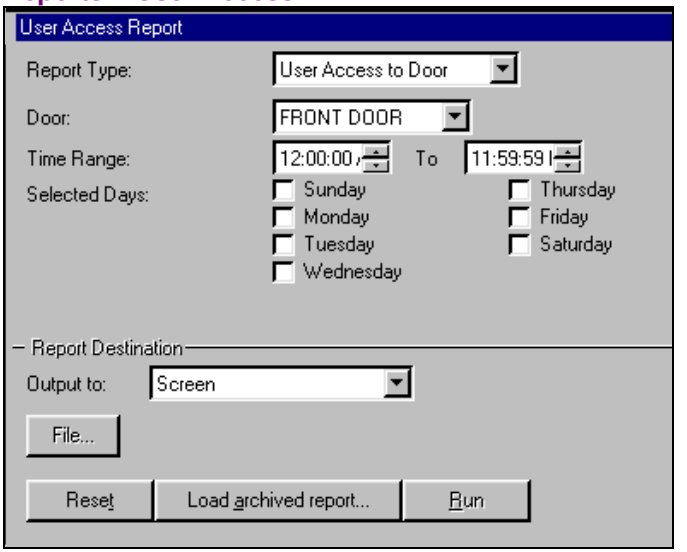
- Select the weekdays to be examined for cardholder access.

Note: You must select at least one weekday. **Note:** The report will include everyone with access on any of the days you select.

- **Area is not scheduled, list users with access when area is off:** This causes the report to disregard if the area is presently armed.
- **Process Authority Plus:** Select this for users that may have a second authority assigned (authority plus).
- **Custom User Field x:** This allows selecting one or two custom user fields to be included in the report.

Note: These cannot be multi-line fields.

Reports ⇨User Access



(Multi-Account Systems: Account Selection 'Tree')

- This area (near the centre of the screen) is where you select the account that your report pertains to. **Tip:** This option appears only if you didn't already have an account 'open' in the tree.

Report Destination / Output To

- **Screen:** This has the report sent to the 'Report Viewer' window for viewing and/or printing desired pages;
- **Printer:** This allows selecting a printer and page-range, etc., and printing the report (without viewing it first);
- **Text File:** This has the report saved as a 'comma-delimited' text file for manipulation with another program. Allows you to change the location and/or filename if desired.
- **Report Emulation Text File:** This has the report saved as a formatted text file for viewing, printing, or editing with a text editor or word processor. Allows you to change the location and/or filename if desired.
- **Archive:** This has the report saved as a viewable archived report for viewing or printing at a later time. Allows you to change the location and/or filename if desired.

(Remaining Buttons)

- **[File...]:** This allows changing the location and file-name for a report being saved for future viewing, printing, etc. **Tip:** Use a different

name each time to avoid overwriting previous reports.

- **[Reset]:** This provides a quick way to reset/clear the "Search for" criteria and other selections on the form.
- **[Load Archived Report]:** This allows browsing for, and opening a previously saved report-archive (not for use with text files). The report will appear in the report-viewer window for viewing and/or printing.

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

- **[Run]:** This runs the report based on your selected criteria. Additional screens will appear depending on your selections (such as the printer selection form, report viewer, etc.).

Reporting on Users, System/Device Settings, etc.

Customizable Reports

The Guardall Director software allows viewing or printing a listing of programmed information in your system. This includes settings for the system, areas, devices, panel users, etc.

Related Topic: You can also link to the database and set up custom queries of nearly any scope and content. Details: Advanced Database Features

These reports show a list of your selected items, in a customizable format:

- Set the fields/settings to appear in the report, and the order of these 'columns';
- Include only the users/items that match specific criteria;
- Set the sort order for the listed users/items.

Tip: These reports can also be saved as a 'comma-delimited' text file for manipulation with another program.

Running these Types of Reports

1a) To view or print a customizable list of users, select **User Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Users** .

1b) For a customizable list of other programmed items, select **Panel Configuration Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Panel Configuration**.

2) Multi-Account Systems: Select the desired account in the account selection 'tree' near the centre of the screen.
Tip: This option appears only if you didn't already have an account 'open' in the tree.

3) Panel Configuration Reports: Select the "Type" of report (e.g., list settings for areas, doors, schedules, etc.).

4) Select the columns of items to be included in the report (✓).
Tip: For more information, refer to "Columns" in the selection-descriptions.

5) Select a report 'destination' (i.e., whether the report is to be viewed, or printed without viewing it first).
Tip: If saving a report as a text file, click **[File...]**, set the location and filename as desired, and click **Save**.

6) Click **[Run]**, and respond to any additional screen(s) that appear (details to follow).

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

If Printing one of These Reports

To print a report without viewing it first: Select the type of report and other criteria as usual, and select **Printer** as the destination. Then, select **Run**, and click **OK** when the 'Print' screen appears. **Tip:** To select a different printer click **Printer**, and make your selection from the 'Print Setup' screen that appears.

To view a report before printing: Select the type of report and other criteria as usual, and select '**Screen**' as the destination. Then, click **Run**.

For details on viewing and printing the displayed report, refer to "Working with the Report Viewer".

If Exporting one of these Reports as a Text File

Select "User", and set the 'destination' as "Text File". Then, click **[File...]**. In the next

screen, set the location and filename as desired, and click **Save** when finished.
Then click **Run**.

Tip: The report will be saved as a 'comma-delimited' text file that can be manipulated with another program as desired.

Viewing/Printing a Previously Saved Report-Archive

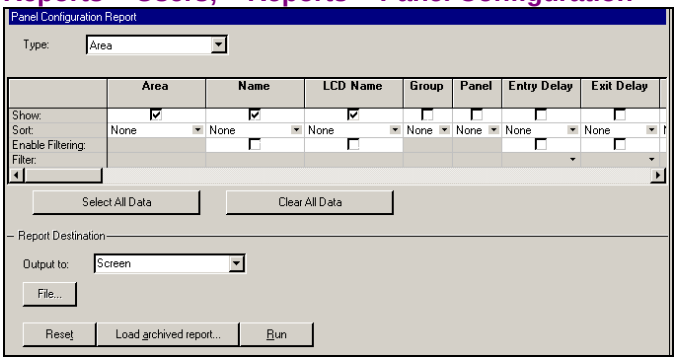
Select the desired type of report as described previously ("Users", or "Panel Configuration"). Then, click **[Load archived report]** at the bottom of the form.

Multi-Account Systems: You do not have to select an account since that was done when the report was archived.

In the next screen, locate and select the desired archived report (**.raf**), and click **Open** (or simply double-click the file).

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

Reports ⇨Users; Reports ⇨Panel Configuration



(Multi-Account Systems: Account Selection 'Tree')

- This area (near the centre of the screen) is where you select the account that your report pertains to. **Tip:** This option appears only if you didn't already have an account 'open' in the tree.

- **Type** (Panel Config. Reports only): The desired topic to be covered by the report (areas, doors, etc.).

  Note: Reports pertaining to "Areas" and physical devices (modules, doors, etc.) are available only for operators with the applicable 'Configuration' permissions.

- **(Columns)**: Data fields/settings to be included in the report.

  Tip: The "Group" column in panel config. reports pertains to the "Panel Group" (e.g., location) for the specific panel.

  Set the Column Order: To change the position of a column, click the column once to select it, and **then** click-and-drag it to the new location. **Tip:** You can use the horizontal scroll-bar to view additional columns.

  Select Desired Columns: Click the check-box for each column to appear in the report (✓). **Tip:** You will be notified if you selected more than can fit in the space available (de-select some if required).

  Setting the Sort-Order: To sort the report by any **one** value (such as last name), open the 'sort' box for the desired column (click the down arrow), and select the desired sort order (ascending or descending).

  Limiting to People/Items that match some Criteria: To limit the report to persons/items that match a specific value (authority, custom user category, etc.), open the 'filter' box for the desired column (click the down arrow), and select an item from the list. Tip: You can filter on multiple columns if desired. Note: Reports cannot be filtered on multi-line fields. Be sure to make your selection with this in mind.

  "Input Point" Panel Configuration Reports: To allow reporting on input points for a specific panel, filtering must be selected for the applicable panel group first. This will enable the "Panel" filtering checkbox to allow selecting a specific panel.

- **[Select All Data]** and **[Clear All Data]**: These buttons allow selecting or deselecting all fields/columns for the report.

Report Destination / Output To

- **Screen:** This has the report sent to the 'Report Viewer' window for viewing and/or printing desired pages;
- **Printer:** This allows selecting a printer and page-range, etc., and printing the report (without viewing it first).
- **Text File** (for User reports)**:** This has the report saved as a 'comma-delimited' text file for manipulation with another program. Allows you to change the location and/or filename if desired.

  Note: Any custom user categories (department, position, etc.) set as the "Memo" data type (multi-line edit) will be omitted.

(Remaining Buttons)

- **[File...]:** This allows changing the location and file-name for a report being saved for future viewing, printing, etc. **Tip:** Use a different name each time to avoid overwriting previous reports.
- **[Reset]:** This provides a quick way to reset/clear all selected items on the screen.
- **[Load Archived Report]:** This allows browsing for, and opening a previously saved report-archive (not for use with text files). The report will appear in the report-viewer window for viewing and/or printing.
- **[Run]:** This runs the report based on your selected criteria. Additional screens will appear depending on your selections (such as the printer selection form, report viewer, etc.).

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

Reporting on Operator Audits or Panel Communications Logs

Audit Reports

Audit reporting allows viewing or printing a listing of changes made by operators, or records of panel communications sessions. A date/time range can be specified, and the report can also be limited to desired criteria.

TechTip: Reports pertaining to past events are based on the present event list, plus any archived data that has been re-imported using the archive feature.

See: "Exporting or Importing Activity or Audit Logs".

As well, audit reports can be viewed and/or printed right away, saved for future reference, or exported for manipulation with another program.

For better performance, be sure to select the smallest date-range that meets your requirements. Also, you can keep the audit log to a suitable size via regular use of the **Archive** and/or **Purge** features.

See: "Exporting or Importing Activity or Audit Logs", and "Removing old Activity or Audit Logs".

Running an Audit Report

1) Select **Audit Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Audit Report**.
2) Select the date/time range to be covered by the report (under "From" and "To").
   Tip: See the item-descriptions if you need help.
3) Select the desired criteria for the report.
   (Refer to the details under "Search Criteria".)
4) Select a report 'destination' (i.e., whether it is to be viewed, printed, or saved as a file).
   If you select "Archive" or a type of "File", click **[File...]**, set the location and filename as desired, and click **Save**.
5) Click **[Run]**, and respond to any additional screen(s) that appear (details to follow).

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

If Printing an Audit Report

To print a report without viewing it first: Select the type of report and other criteria as usual, and select **Printer** as the destination. Then, select **Run**, and click **OK** when the 'Print' screen appears. **Tip:** To select a different printer click **Printer**, and make your selection from the 'Print Setup' screen that appears.

To view a report before printing: Select the type of report and other criteria as usual, and select '**Screen**' as the destination. Then, click **Run**.

For details on viewing and printing the displayed report, refer to "Working with the Report Viewer".

If Exporting an Audit Report as a File (Archive/Text File/Report Emulation File)

Select the type of report and other criteria as usual, and the desired file-type as the 'destination'. Then, click **[File...]**. In the next screen, set the location and filename as desired, and click **Save** when finished. Then click **Run**.

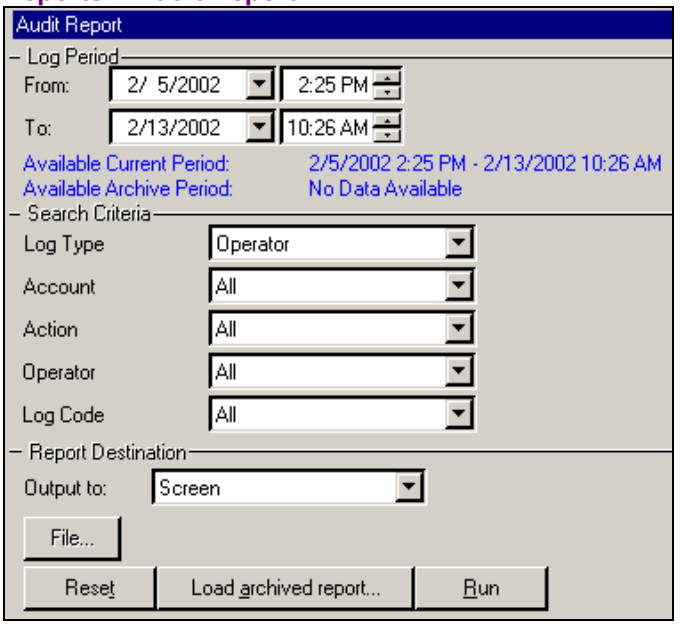
Viewing/Printing a Previously Saved Audit Report-Archive

Select **Audit Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Audit Report**. Then, click **[Load archived report]** at the bottom of the form.

In the next screen, locate and select the desired archived report (**.raf**), and click **Open** (or simply double-click the file).

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

Reports ⇨Audit Report



Log Period

- **From** and **To** (date and time): The beginning and end date from the audit log to be scanned for the report.

  Tip: You can change the dates manually, or click the arrow to access a pop-up calendar. To set the times, click within the 'hours' or 'minutes', and use the up/down arrow keys.

  Client/Server Systems: Times are stored as GMT in the database, and adjusted for correct display in the time-zone at each specific workstation.

(Multi-Account Systems: Account Selection 'Tree')

- The area (near the centre of the screen) is where you select the account that your report pertains to. **Tip:** This option appears only if you didn't already have an account 'open' in the tree.

Search Criteria

- **Log Type:** Select "**Operator**" for configuration changes made by operator(s), or "**Communication**" for panel update sessions.
- **Account:** Select a specific account, or "**All**" accounts.
- **Action:** This changes depending on the type of report:

  For an Operator audit report: The type of action that was performed (add, delete, etc.). "**All**" is recommended here, unless you're looking for something more specific.

  For a Communications Log Report: The type of communications session (normal/sync , get from panel, or send to panel).
- **Operator** (operator audit report only)**:** Select a desired operator, or "**All**" for audits by any operator.
- **Topic** (operator audit report only)**:** This is the type of information that was changed. Select "**All**" for changes made to any topic.

Report Options

- **Show Transaction Date/Time** (for communication logs)**:** The date and time for each communications event will be shown only if this is selected (✓).
- **Show Transaction Details** (for operator logs)**:** Selecting this (✓) will cause details for user and operator audits to be included in the report.

  Note: This data will be available for reporting only if this feature is turned on under "[Management], ⇨Reporting".

  Details: Detailed Operator and User Audit Trail (≥V4.6)

  Director-Server Language: Some of the detailed audit text comes through the Director-server. To temporarily set it to a specific language, right-click the Director-Server keypad/folder icon near the right-hand end of the Windows taskbar, and make your selection under "Language".

Report Destination / Output To

- **Screen:** This has the report sent to the 'Report Viewer' window for viewing and/or printing desired pages;
- **Printer:** This allows selecting a printer and page-range, etc., and printing the report (without viewing it first);
- **Text File:** This has the report saved as a 'comma-delimited' text file for manipulation with another program. Allows you to change the location and/or filename if desired.
- **Report Emulation Text File:** This has the report saved as a formatted text file for viewing, printing, or editing with a text editor or word processor. Allows you to change the location and/or filename if desired.
- **Archive:** This has the report saved as a viewable archived report for viewing or printing at a later time. Allows you to change the location and/or filename if desired.

(Remaining Buttons)

- **[File...]:** This allows changing the location and file-name for a report being saved for future viewing, printing, etc. **Tip:** Use a different name each time to avoid overwriting previous reports.
- **[Reset]:** This provides a quick way to reset the search criteria (to "Operator" audit report, and find "All" audits).
- **[Load Archived Report]:** This allows browsing for, and opening a previously saved report-archive (not for use with text files). The report will appear in the report-viewer window for viewing and/or printing.

For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".

- **[Run]:** This runs the report based on your selected criteria. Additional screens will appear depending on your selections (such as the printer selection form, report viewer, etc.).

Reporting on Panel Diagnostics (≥V4.4)

Panel Diagnostic Reports

This type of report allows viewing and printing diagnostics logs generated by the 'Remote Diagnostics' feature under Control & Status.

Related: ⇨Control & Status, ⇨Panel Control & Status, ⇨System, ⇨[Get System Status]
📖 Checking System Status (Remote Diagnostics)

As well, panel diagnostic reports can be viewed and/or printed right away, saved for future reference, or exported for manipulation with another program.

Running a Panel Diagnostic Report

1) Select **Panel Diagnostic Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Panel Diagnostic**.
2) Multi-Account Systems: Select the desired account near the centre of the screen.
   Tip: This option appears only if you didn't already have an account 'open' in the tree.
3) Select the desired report from the list near the middle of the screen.

Tip: See the item-descriptions if you need help.

4) Select a report 'destination' (i.e., whether it is to be viewed, printed, or saved as a file).
   If you select "Archive" or a type of "File", click **[File...]**, set the location and filename as desired, and click **Save**.
5) Click **[Run]**, and respond to any additional screen(s) that appear (details to follow).

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

If Printing an Activity Report

To print a report without viewing it first: Select the type of report and other criteria as usual, and select **Printer** as the destination. Then, select **Run**, and click **OK** when the 'Print' screen appears. **Tip:** To select a different printer click **Printer**, and make your selection from the 'Print Setup' screen that appears.

To view a report before printing: Select the type of report and other criteria as usual, and select '**Screen**' as the destination. Then, click **Run**.

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

If Exporting an Activity Report as a File (Archive/Text File/Report Emulation File)

Select the type of report and other criteria as usual, and the desired file-type as the 'destination'. Then, click **[File...]**. In the next screen, set the location and filename as desired, and click **Save** when finished. Then click **Run**.

Viewing/Printing a Previously Saved Activity Report-Archive

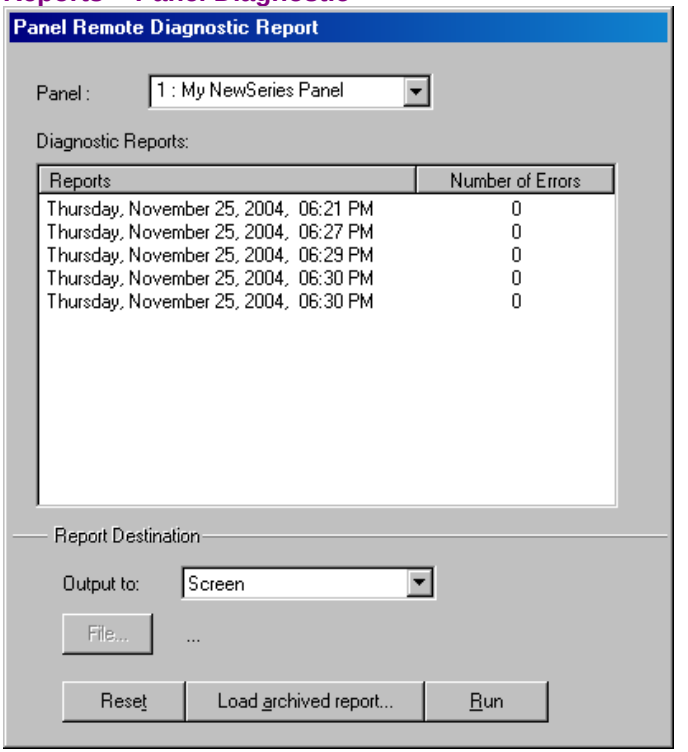
Select **Activity Report** from your MyTools bar, **or** click **[Reports]** in the 'tree', and select **Activity**. Then, click **[Load archived report]** at the bottom of the form (scroll down if necessary).

Multi-Account Systems: You do not have to select an account since that was done when the report was archived.

In the next screen, locate and select the desired archived report (**.raf**), and click **Open** (or simply double-click the file).

For details on viewing and printing displayed reports, refer to "**Working with the Report Viewer**".

Reports ⇨Panel Diagnostic



(Multi-Account Systems: Account Selection 'Tree')

- The area (near the centre of the screen) is where you select the account that your report pertains to. **Tip:** This option appears only if you didn't already have an account 'open' in the tree.

Related: ⇨Control & Status, ⇨Panel Control & Status, ⇨System, ⇨[Get System Status]
📖 Checking System Status (Remote Diagnostics)

Note: The Director software retains 24 months worth of diagnostics sessions, or the last 100—whichever is **greater**.

(Top of the Form)

- **Panel:** Select the panel you are interested in here.
- **Diagnostic Reports:** The middle of the screen shows a list of diagnostics logs/reports that you can select from.

Tip: These logs are generated by the 'Remote Diagnostics' feature under Control & Status.

Report Destination / Output To

- **Screen:** This has the report sent to the 'Report Viewer' window for viewing and/or printing desired pages;
- **Printer:** This allows selecting a printer and page-range, etc., and printing the report (without viewing it first);
- **Text File:** This has the report saved as a 'comma-delimited' text file for manipulation with another program. Allows you to change the location and/or filename if desired.

- **Report Emulation Text File:** This has the report saved as a formatted text file for viewing, printing, or editing with a text editor or word processor. Allows you to change the location and/or filename if desired.
- **Archive:** This has the report saved as a viewable archived report for viewing or printing at a later time. Allows you to change the location and/or filename if desired.

(Remaining Buttons)

- **[File...]:** This allows changing the location and file-name for a report being saved for future viewing, printing, etc. **Tip:** Use a different name each time to avoid overwriting previous reports.
- **[Reset]:** This provides a quick way to reset/clear selections on the form.
- **[Load Archived Report]:** This allows browsing for, and opening a previously saved report-archive (not for use with text files). The report will appear in the report-viewer window for viewing and/or printing.

  For details on viewing and printing displayed reports, refer to "Working with the Report Viewer".
- **[Run]:** This runs the report based on your selected criteria. Additional screens will appear depending on your selections (such as the printer selection form, report viewer, etc.).

Working with the Report Viewer

The Report Viewer

When a report is set to be viewed, it appears with a toolbar allowing:

- Viewing different pages of the report;
- Setting the portion of each page that will be visible at one time (zooming in or out);
- Selecting a printer, and/or setting the pages to be printed;
- Printing the report.

Setting the Size / Visible Portion of a Report

To change the size/visible portion of a report:

- Select one of the pre-set magnification levels (page symbols), **or**;
- Enter a desired magnification in the "%" box, and press **Enter**.

Viewing Different Pages

To view a different page:

- Use the 'browse' buttons to find a page (typical), or;
- Enter a desired page-number into the 'current page' box.

Printing a Report

To print the report that is presently on-screen, click the print button (printer symbol). When the next screen appears, select your desired page-range, etc., and click **OK**. **Tip:** To select a different printer click **Printer**, and make your selection from the 'Print Setup' screen that appears.

Guardall Director automatically sets the preferred page orientation for each report (portrait or landscape). This setting should be left as-is.

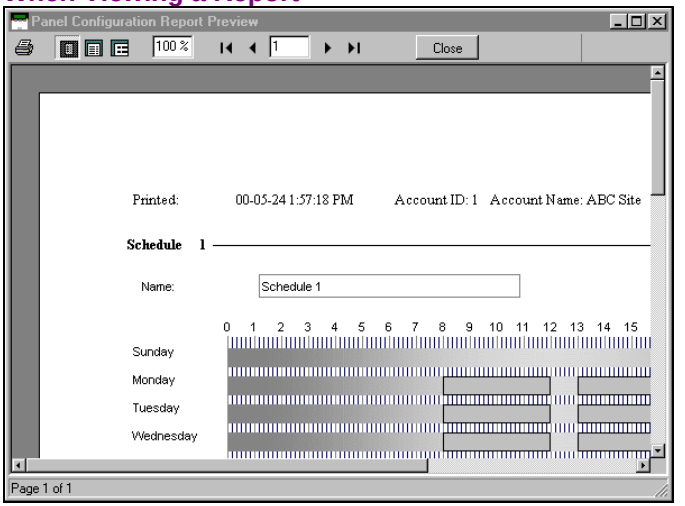
Closing a Displayed Report and Returning to the Main Screen

To close the report viewer window, and return to the main desktop, click **[Close]** on the report-viewer toolbar, or click the '**X**' in the top-right corner of the report viewer window.

(Report Viewer Toolbar)

- **Print** (printer symbol): This allows selecting and/or setting up a printer, and printing either the whole report, or a specific range of pages.
- **Pre-set Magnifications (page symbols):** These selections allow viewing an entire page at a time, or the page width, or viewing each page actual-size (100% magnification);
- **Zoom (xx%):** This area shows the present magnification level for the displayed report, and allows entering a different value.
- **|< < > >|** (browse buttons): These buttons allow moving to the first, previous, next, or last page respectively.
- **Current Page (xx):** This area shows the page number that is presently displayed, and allows jumping to a different page by entering the page number directly.
- **[Close]:** This closes the report viewer, returning you to the Guardall Director desktop. (This is the same as clicking the **X** in the top-right corner of the screen.)

When Viewing a Report



Monitoring System Activity

Alarm and Activity Monitoring

Alarm and Activity Monitoring through the Guardall Director System

When the Guardall Director system is connected with specific panel(s), all events and alarms are transmitted for display in the monitoring window, allowing the tracking of guard tours, and to allow for various types of report generation.

Dial up panels with dedicated external modems (one panel per modem) can be set to automatically dial-in to the Guardall Director system to transmit alarms or blocks of activity messages. In other configurations, the alarms and events are transmitted when a connection is made with the specific panel(s)—either manually, or at scheduled times.

Real-time monitoring (immediate reporting) through Guardall Director requires that the software **remain** connected with the specific panel(s).

Multi-Account Systems: The monitoring window is activated for a specific account when you double-click the account (under **[Account Folders]** in the tree).

For details on activating a panel connection, and the "Stay Connected" setting, refer to "Panel Communications and Updates".

To set a dial-up panel to automatically transfer alarms or blocks of activity messages, refer to the configuration topic: "Monitoring, Paging, & Remote Mgt. Settings".

Sites Monitored through a Central-Monitoring Station

Sites can additionally be monitored through a dedicated central-monitoring facility. In this case, you can set whether only the 'alarms' or all activity is to be transmitted—on an area-by-area basis. As well, individual sensors (input points) and monitored panel conditions (equipment / pseudo-points) can be set as to the area arming states for which each condition will be reported to the central-station (On, Stay, and/or Off).

Monitoring Station Connection: Central monitoring is supported through:

- The panel's built-in dialler ('Bell 103', 300 baud modem), and/or;
- An "IP" connection (LAN/WAN--if ≥ **v3.3** panel & software), or;
- A high-security Mark 7 / DVACS connection (Canada).

The System Monitoring Window

The monitoring window shows the alarms and activity messages for the account selected in the tree (double-click an account to select).

Tip: Alarms typically appear with a red box next to them (click the red box to open a "Notes" window). Events with a camera symbol on the left are "Video Events". (Details to follow/below.)

Time Format: Beginning with Director v4.5, the time is indicated in 12 hour or 24 hour format as per the time format on each specific PC. This is set through the Windows Control Panel under:
Regional and Language Options
(⇨Regional Options🗀), ⇨[Customize], ⇨Time🗀.

The top of the monitoring window shows either the newest messages, or all 'unresolved' (and higher priority) events first. As well, the window can be set to show all activity, or only specific types of events (saved per operator).

For details, refer to "Limiting the Window to Show Only Specific Messages", to follow/below).

Tip: You can customize how alarms and events will be displayed, and assign a sound to specific events if desired. For details, refer to the configuration topic: "Customizing How Events are Displayed"

The scroll-bar on the right allows viewing events that have been pushed off the bottom of the screen.

Note: The 'heartbeat' icon in the bottom-right corner of the screen will change to a red ✖ until you select **[Return to Real-Time Mode]**. (While scrolling, new messages will not appear in the window.)

Messages are transmitted the Guardall Director software:

- When you connect with an associated panel (such as when updating a panel with changes, or to check the status of a device);
- When a (dial-up) panel calls in to transmit messages.

The **Archive** and **Purge** features allow keeping the activity log to a more manageable size.

See: "Exporting or Importing Activity or Audit Logs", and "Removing old Activity or Audit Logs".

Split Screen Mode (Show Alarm Window)

For operators set to "Show **Alarm** Window", unacknowledged alarms will appear in a separate window at the top.

Related: [Management], ⇨Operator, Operator
🕮 Operators (People who can use this Software)

Notes: • The "unacknowledged alarm" window will be unavailable (greyed-out) whenever you choose to **[Browse Offline]**; • Any selections you make under **[Filter]** will apply to both parts of the window (details to follow/below); • Details on acknowledging alarms follows/below.

The Status Bar (bottom of the form)

The status area at the extreme bottom of the screen shows whether or not the software is presently connected with a specific panel, and/or if an update is presently in progress.

Activity messages are held at the specific panel whenever it is being updated/synchronized with the software (the messages will be available for transmission after the update is finished).

Also See: (Topics Pertaining to Central Monitoring):

- "Primary Reporting" selections under "Monitoring, Paging, & Remote Mgt. Settings".
- "Reporting" setting under "Areas and Related Settings".
- "Inputs—Monitored Sensors", and the "Transmit" selections under "Inputs—Pre-Defined Point Types", "Inputs—Custom Point Types", and "Equipment Settings (Pseudo/Internal Inputs)".

'Activating' and Using the Monitoring Window

Selecting an Account (Multi-Account Systems)

Click **[Account Folders]** in the 'tree', and locate and double-click the desired account. The monitoring window will show the messages for the account that have been received.

Tip: Your selected account will remain 'open' (e.g., for the event monitoring window) until you select **[Account Folders]** or **[Management]** in the 'tree'. Selecting an account is typically not required for a single-account system (single account license and/or operators without authority to edit account folders).

Connecting to the Associated Panel(s), An Overview:

For the latest up-to-date messages, you must be connected with the associated panel(s). (Otherwise, you will see only messages that were received previously).

1) See if you're already connected by checking the status bar at the bottom of the monitoring window.
   Multi-account systems: Ensure your desired account is selected (click **[Account Folders]** in the tree, and then double-click the specific account).
2) If **not** connected, check to ensure the communication software is running on the specific PCs.
   Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".
   Related Topic: Serial Port / Modem Setup (Communications Manager)
3) Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/OnLine**.
4) Click the **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu. Then, select the desired panel(s) (double-click to select), and set "Action" to "Normal", and "Frequency" to "Stay Connected" (✓). (Click **OK** when finished.)
5) Check that the connection is made, and watch for the panel updates to occur.
   (Click the 'Panel Group', and look for the status on the right side of the screen.)

Note: Alarm and activity messages are transferred after the panel updates (look for a connection state of 'Connected' and 'Idle State'.)

Also See (Related Topics):

+ "Panel Communications and Updates"

Opening and Adjusting the Monitoring Window

If the monitoring window is not visible, click **[Events]** on the toolbar.

If nothing seems to happen, click **[Reset]** on the toolbar (and click **[Events]** again if necessary). **Note:** If your desktop was accidentally saved with the monitoring window 'undocked' and hidden behind the main desktop, open the **View** menu, select **Desktop Settings**, and then **Default**.

To adjust the size of the monitoring window, position the mouse cursor at the top of the window, watching for the cursor to change shape. Then, click-and-drag the top of the window to the desired new position.

To maximize the size of the monitoring window, double-click its title-bar **twice**.

To restore the Guardall Director desktop at any time, simply click **Reset** on the toolbar.
(If the monitoring window is presently maximized, double-click its title-bar first.)

Tip: With multi-monitor support, you can place the monitoring window in a separate screen: Double-click the monitoring window title-bar, and then drag it onto the second screen.

Reminders: The monitoring window is updated only when you are connected with the specific panel(s).
Muti-Account Systems: The monitoring window is active only while you have a specific account 'open' in the tree (select **[Account Folders]**, and then double-click the account).

Monitoring Window Blank During or After a Panel Update: The monitoring window may take a minute or two to refresh at the end of a panel communications session (please be patient). As well, to ensure the desired type of messages are shown, click **[Filter]**, and verify the filtering / sorting selections (details in a following topic).

Viewing Activity Messages

To view older messages in the monitoring window, click **[Browse Offline]**, and then use the scroll-bar on the right (click the up or down arrows, or slowly drag the control bar in the middle).

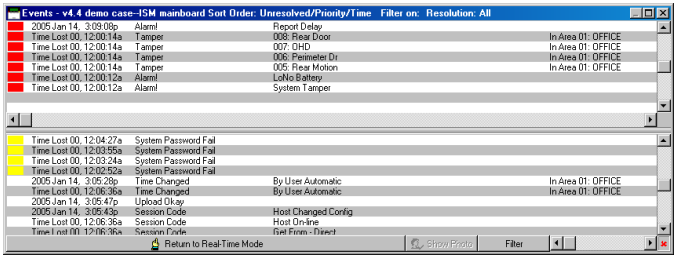
Click **[Return to Real-Time Mode]** to view the newest events as they occur. (These will appear at the top of the monitoring window.)

For longer messages, use the horizontal scroll-bar (bottom-right) to view the end or beginning of the desired message(s).

If you wish to **print** activity messages, refer to "Reporting on System & Personnel Activity.

When alarms occur, ensure they are not ignored. **Be sure to dispatch someone to deal with any conditions that require attention**.

Note: Sounds may be associated with alarm messages. (The default for alarms that require resolution is your PC's "exclamation" sound--as set through the Windows control-panel.)


Events - v4.4 demo case-ISM mainboard Sort Order: Unresolved/Priority/Time Filter on: Resolution: All
2005 Jan 14, 3:09:08p Alarm! Report Delay
Time Lost 00, 12:00:14a Tamper 008: Rear Door In Area 01: OFFICE
Time Lost 00, 12:00:14a Tamper 007: OHD In Area 01: OFFICE
Time Lost 00, 12:00:14a Tamper 006: Perimeter Dr In Area 01: OFFICE
Time Lost 00, 12:00:14a Tamper 005: Rear Motion In Area 01: OFFICE
Time Lost 00, 12:00:12a Alarm! LoNo Battery
Time Lost 00, 12:00:12a Alarm! System Tamper
Time Lost 00, 12:04:27a System Password Fail
Time Lost 00, 12:03:55a System Password Fail
Time Lost 00, 12:03:24a System Password Fail
Time Lost 00, 12:02:52a System Password Fail
2005 Jan 14, 3:05:28p Time Changed By User Automatic In Area 01: OFFICE
Time Lost 00, 12:06:36a Time Changed By User Automatic In Area 01: OFFICE
2005 Jan 14, 3:05:47p Upload Okay
2005 Jan 14, 3:05:43p Session Code Host Changed Config
Time Lost 00, 12:06:36a Session Code Host On-line
Time Lost 00, 12:06:36a Session Code Set Firm - Direct
Return to Real-Time Mode
Show Photo
Filter

To have unacknowledged alarms appear in a separate window at the top for a specific operator:

1) Ensure the specific operator is set for "Show Alarm Window".
Related: [Management], ⇨Operator, Operator
📖 Operators (People who can use this Software)

2) Ensure the 'Sort Order' and 'Filtering' is set as desired under **[Filter]**.
(See **"Limiting..."**, to follow/below);
Note: To return to a single 'pane' monitoring window, ensure "Show **Alarm** Window" is NOT selected on the form for the specific operator. Also see "Split Screen Mode (Show Alarm Window)", previous/above.

- **Vertical Scroll-Bar (right-hand side):** Allows scrolling up and down to view older messages in the monitoring window. (Click the up or down arrow, or slowly drag the control bar.)

  Note: This puts you into "Offline Browsing" mode, and stops new events from entering the window. (Same as clicking **[Browse Offline]**.)

- **Horizontal Scroll-Bar (bottom-right):** Allows scrolling to the left and right to view longer messages. (Click the left or right arrow, or drag and release the control bar.)

- **Status Bar (bottom of screen):** Shows if the software is connected with a specific panel, and if an update is in progress.

- **[Browse Offline] / [Return to Real-Time Mode]:** Allows activating the event monitoring window vs. scrolling inside it.

- **[Show Photo]:** This allows manually opening the photo-verification window to view the last 1, 4, or 9 entrants.

  For more information, refer to "Visually Verifying Users (Photo-Verification)".

- **[Filter]:** Allows resorting the event / monitoring window, limiting the list to show specific types of messages only, and/or only messages that have not been 'resolved' (see last 2 items below, plus "Limiting the Window to Show Only Specific Messages".);

- **(Activity Messages):** Each message shows:

  - A coloured bar for the message priority;
  - The date and time the event occurred;
  - The type of event/message;
  - Details on the specific event.
  - A reference number and the name of the panel that sent the alarm;

"Session Code" messages pertain to panel communications/update sessions being started or completed. (For details on communications sessions that have occurred, refer to "Panel Communications and Updates".

"System Check" messages are for internal use, and/or of interest only when working with your technical support representative.

- **(coloured box):** Alarms are shown with a box/button on the left of the message (typically red, but customizable). Clicking the button allows entering a comment for the message (and viewing previous comments), and/or setting messages as being 'resolved';

  ✓: The event has been set as 'Resolved' (dealt with). (you'll see this only if displaying resolved events);
  ?: A comment has been entered, but the event was not set as 'Resolved'.

  Sounds: Custom sounds can also be associated with different types of alarms. The default sound for alarms that require resolution is the PC's 'exclamation' sound (as set through the Windows control panel).
  Related Topic: Customizing How Events are Displayed

- **Resolve All** (Right-click, or from the Edit Menu)**:** Allows entering a comment for all displayed alarm messages, and setting them all as being 'resolved'.

TechTip: Alarms and events can be set as 'resolvable' or not (i.e., whether or not the comment/resolution screen will be available). For details, refer to the configuration topic: "Customizing How Events are Displayed".

Limiting the Window to Show Only Specific Messages (Sorting and Filtering)

Operators with "Event Filter" permission can set the monitoring window to show:

- All event messages for an account;
- Only 'unresolved' events;
- Events of a specific priority range;
- Events pertaining to a specific door, area, person, etc.

Tip: These selections are saved separately for each operator.

Exception: Scheduled Event Filters can be set up and assigned to operators--to determine the types of messages each operator will be able to see during vs. outside of set times.

Tip: A clock symbol on the **[Filter]** button at the bottom of the monitoring window indicates that scheduled event filtering is presently in effect (for the current operator).

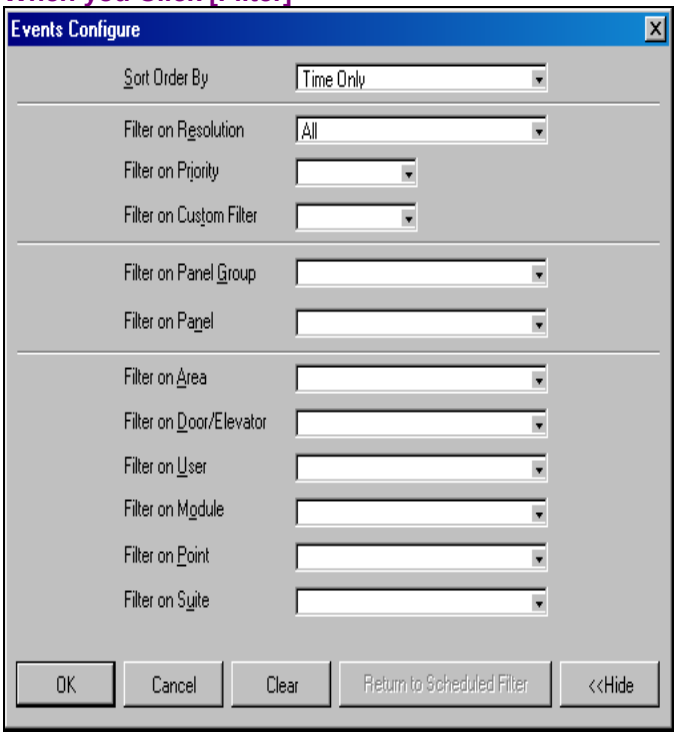
Related Topic(s): Scheduled Event Filtering for Operators

You can also set the 'sort-order' for messages. To determine the present sort-order, and whether or not the list is limited to specific events, look for references in the title-bar of the monitoring window.

To set the window to show only specific types of messages, click **[Filter]** at the bottom, and make your selections from the pop-up window.

Tip: You can select **[Clear]** to remove your present 'filters', and return to showing all messages for the present account.

When you Click [Filter]



- **Sort Order By:** This allows listing messages in order by date/time only, or showing 'unresolved' (and higher priority) events first.
- **Filter on Resolution:** This lets you have the list include events depending on whether or not they have been 'resolved' (i.e., dealt-with).

  All: This shows all events--including ones not associated with the comment/resolution feature (i.e., not set as 'resolvable').
- **Filter on Priority:** This allows limiting the window to show only events of a desired priority value (or range).
- **Filter on Custom Filter:** This allows limiting the window to show only events of a desired 'custom-filter' value (or range).

  Also See: To assign priorities, 'Custom Filter' values, and other parameters, refer to the configuration topic: "Customizing How Events are Displayed".
- **[Clear]:** Removes all filters--i.e., returns to the factory settings (and closes the 'filter' window).
- **[Return to Scheduled Filter]:** For an operator who's selections have temporarily overridden scheduled event filtering (requires "Events Filter" permission), selecting this will return to the scheduled settings.

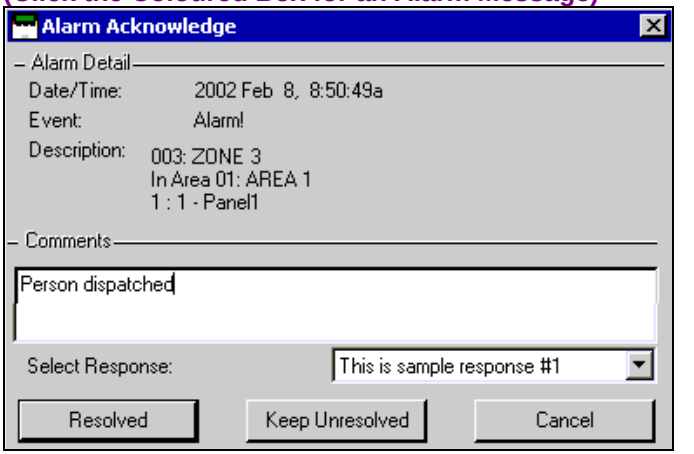
Note: This button becomes available once the filtering changes have been **saved** (e.g., exit, then return to this screen).

Related Topic(s): • Scheduled Event Filtering for Operators; • Operator Permissions

[More] / [Hide]

- **Filter on *Item*:** For events pertaining to a specific person or door, etc., select the desired item here.

(Click the Coloured Box for an Alarm Message)



Acknowledging Alarms (Comment / Resolve)

Alarm Notes / Comments

While responding to alarms, you can enter a note for each alarm describing what caused it, what was done to correct the problem, etc. You can also set the alarm as 'resolved' (✓), or 'Keep Unresolved' (**?**).

Tips: Whether 'Resolved' or not, alarms will be considered to be 'Acknowledged'--unless you click **[Cancel]**. You can set the monitoring window to show only alarms that either have, or have not been 'resolved' (for details, refer to the preceding topic).

For operators set to "Show **Alarm** Window", unacknowledged alarms will appear in a separate window at the top.

Related: [Management], ⇨Operator, Operator
📖 Operators (People who can use this Software)

Entering or Viewing Alarm Comments

To enter (or view) an acknowledgement note for an alarm, click the red area beside the alarm.

Then, enter the desired message and select **[Resolved]**, or **[Keep Unresolved]**.

You can enter two or three short notes (saved individually by clicking OK) or a single larger one for each alarm as desired.

- **Alarm Detail:** Details on the alarm, and when it occurred.
- **Comments:** Previously entered comments, plus an area to enter new one(s). **Tip:** There is enough space for two or three short notes (saved individually by clicking OK), or a single larger note.

  Tip: You can type your response, or select a previously-defined one to use as a starting point under "Select Response" (to follow).
- **Select Response:** This allows selecting a previously-defined response (open the 'drop-list' and make your selection). These responses can be used as-is, or edited as desired.

  Note: To be available here, sample responses must be defined first:
  Ref: Account Information ⇨**Event Response**
  📖 Event Responses for Acknowledging Alarms
- **[Resolved]:** Sets the event as having been dealt-with. If the alarm/monitoring window is **not** set to show only unresolved alarms, you'll see the message with a "✓" beside it.
- **[Keep Unresolved]:** This saves your comment, and displays the event with a "**?**" beside it to indicate further resolution is needed.
- **[Cancel]:** This aborts any changes you entered in the 'Alarm Acknowledge' screen.

TechTip: Alarms and events can be set as 'resolvable' or not (i.e., whether or not the comment/resolution screen will be available). As well, if 'instructions' have been set up for the specific type of alarm, they will appear here. For details, refer to the configuration topics:
+ "Alarm/Event Instructions", and
+ "Customizing How Events are Displayed".

When Messages Cannot be Transmitted to the Guardall Director Software

If the Guardall Director software is not connected with the specific panel, messages are not transmitted, and each individual panel will retain up to 65,536 of the latest events that occurred.

Exception: Remote (dial-up) panels with their own dedicated external modem (i.e. one panel per modem) can be set to automatically 'dial-in' and transmit messages to the Director software. These messages will appear in the monitoring window when you access the associated account.)

For details, refer to "Monitoring, Paging, & Remote Mgt. Settings".

Note: Panel connections require that the communications software be running on the specific PC. The event-log capacity of each panel depends on the panel's "Feature Set" selection. For details, refer to "Account-Wide Panel Settings".

Working with Video Events (≥V4.5)

About Video Events

Video events are specific events pertaining to input points and doors that have been associated with recordings from one or two specific camera(s). These appear with a camera symbol on the left in the event monitoring window.

DVR Types: Supported video servers include:

NetVision (V2.1 or V2.2 and newer) Yes (via "Visual Director")
March R4 & R5 Optional via licensing (beginning with V4.7).
VeDVR / NVe (embedded) Optional via licensing (beginning with V4.71).

Note: Playback for video events is NOT supported for March R4 DVRs.

Related: "Setting up Video Events".

Also See:

+ Maps and Video (Visual Monitoring & Status/Control)
+ Camera Status/Control and Adjustments

Opening a Video Event

Open your desired account in the 'tree', and ensure the event monitoring window is displayed. To view the associated recording, click the camera symbol for the specific event. If a video that coincides with the event is available, it will open and start playing automatically starting at the time of the triggering event.

If an image does not appear, this typically means that either a recording is not available from the specific camera for this time-slot, or the Director software is unable to communicate with the NetVision Video Server.

Then, refer to the item-descriptions for this screen for details on your available choices.

- **Vertical Slider bar on the right:** This indicates your relative position within the recorded video during playback. For recordings associated with a video event, a dark band will show when the triggering event occurred within the recording.

  Tip: This is used as the default starting location for playback.

- **(Play Previous Clip):** Plays the video recording saved immediately prior to the present one (at the NetVision PC).

- **(Play):** Starts or continues playing the present (I.e., displayed) video clip.

- **(Fast-Forward Play):** Causes the present video to play at double-speed.

- **(Pause):** Stops a playing video, while remembering your present location in the video.

- **(Stop):** Stops playing the present video and disregards your present location. (Clicking play will restart the video at the time of the triggering event (if applicable), or otherwise at the beginning of the file.

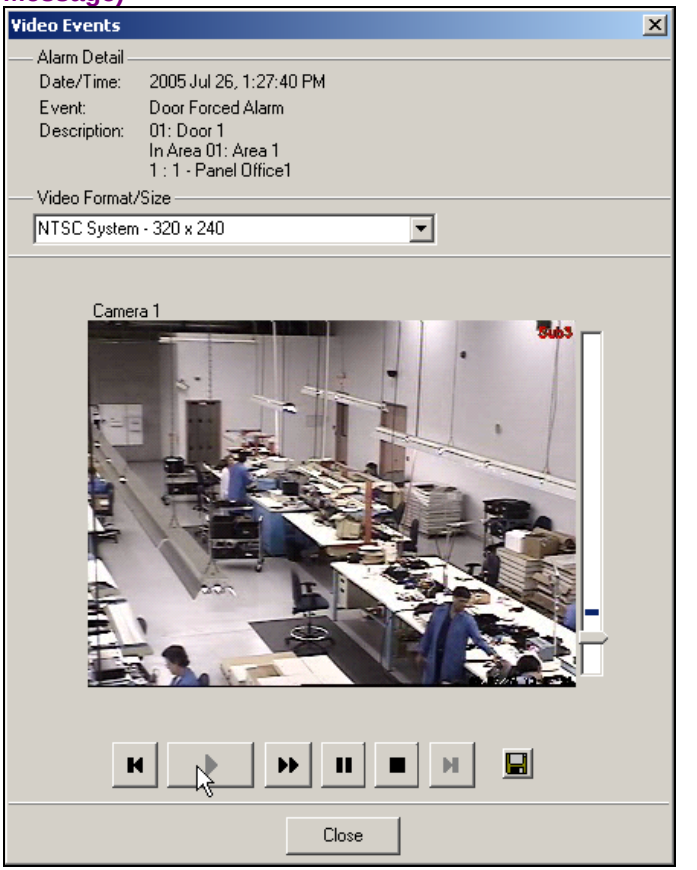
- **(Play Next Clip):** Plays the video recording saved immediately after the present one (at the NetVision PC).

- **(Save As):** Allows downloading and saving the displayed video-clip to any location that is accessible through your PC.

  Tip: If this action fails, check to ensure that all requirements are being met, and everything is set up correctly. (You may also need to enlist the help of your network administrator.)

  Related: "Setting up Video Events".

(Click the Camera Symbol for a Video-Event Alarm Message)



- **[Close] :** Closes the video viewer.

Visually Verifying Users (Photo-Verification)

Photo-Verification

Introduction

Each operator can select door(s) to have the stored photo for entrants displayed each time someone gains access (or is denied entry) at

any of the selected door(s). The last 1, 4, or 9 entrant's photos can be displayed.

The photo can then be used to verify each entrant's identity. This can be done locally--such as by an attendant in a reception area, or remotely through a camera on a map.

This feature is configurable separately for each operator (as described in a following section/below).

This pertains to the photo associated with each card/person **in the "Users" screen**. For details, see "The Photo-Badging Option".

Connecting to the Associated Panel(s), An Overview:

This feature works only while you are communicating with the specific panel(s). To establish a connection:

1) See if you're already connected by checking the status bar at the bottom of the monitoring window.
Multi-account systems: Ensure your desired account is selected (click **[Account Folders]** in the tree, and then double-click the specific account).

2) If **not** connected, check to ensure the communication software is running on the specific PCs.
Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".
Related Topic: Serial Port / Modem Setup (Communications Manager)

3) Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/OnLine**.

4) Click the **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu. Then, select the desired panel(s) (double-click to select), and set "Action" to "Normal", and "Frequency" to "Stay Connected" (✓). (Click **OK** when finished.)

5) Check that the connection is made, and watch for the panel updates to occur.
(Click the 'Panel Group', and look for the status on the right side of the screen.)

Note: The photo-verification feature will be available after the panel updates finish (look for a connection state of 'Connected' and 'Idle State'.)

Also See (Related Topics):

+ "Panel Communications and Updates"

Using This Feature

The photo window opens automatically whenever a person gains access at the specific door.
Multi-Account Systems: This works only while the specific account is selected. (Click **[Account Folders]** in the 'tree', and double-click the specific account.)

You can also open the photo window manually by clicking **[Show Photo]** at the bottom of the monitoring window.
Window Empty: The photo window is cleared each time settings are changed for this feature, and when you select anything outside of the specific account.

Now, visually compare the displayed photo with the person to verify their identity.

Setting the Window Position

To reposition the photo window, simply click-and-drag its title-bar to the new location.

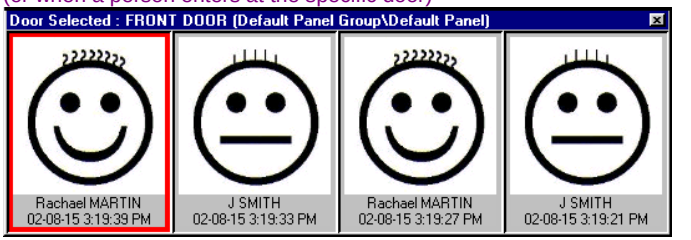
Closing the Photo Window

To close the photo window at any time, click the **[X]** in the upper-right corner.

This screen shows the last 1, 4, or 9 persons who gained entry (or were denied access) at a door that you selected for photo-verification.

The photo window is cleared each time you change settings for this feature, and when you select anything outside of the specific account.

View (menu) ⇨**Photo Verification** ⇨**Show**
(or when a person enters at the specific door)



Related Features

Additional features can be used in conjunction with photo-verification (all optional):

- Event-Triggered camera-viewing
  See: "Initial Set Up of: Views, Maps, Cameras" (especially step **3b**)
- Card-enrolment (or disabling) readers--that are also set to unlock. **See:** "Reader 1 & 2 Settings for a Door" (look for **[Card Action]**).
- "Command Point" custom input points (e.g., to unlock the door, or "Grant Last User").
  See: "Input Points—Custom Point Types", and "Input Points—Monitored Sensors"
- "Grant Last User" command (right-click the door on a map)
  See: In the section on using maps and cameras, see: "Controlling an Area or Device" (look for "Door Commands", then "**Grant Last User**...").

Setting up This Feature

Each operator can set the photo-verification feature to suit their preferences.

Authorities: This feature is available to all operators.

Steps:

1) Multi-Account Systems: Ensure you are 'in' the desired account. (Click **[Account Folders]** in the 'tree', and double-click the specific account.)

2) From the **View** menu, select ⇨**Photo Verification** ⇨**Customize**.

3) Refer to the selection-descriptions for this screen while making your selections.

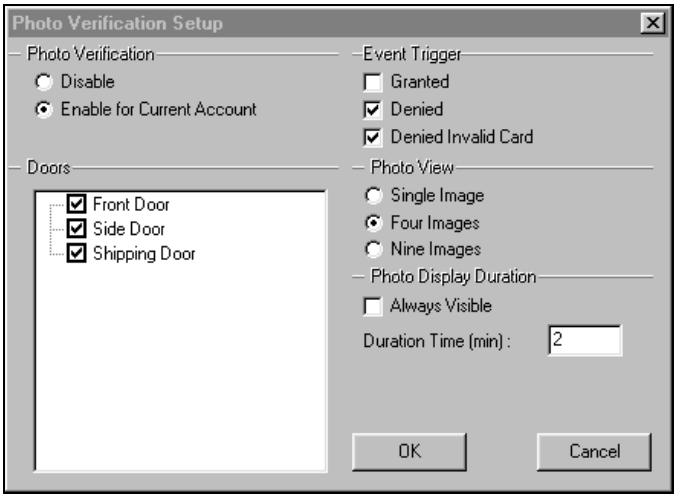


Photo Verification

- **Disable**: Photo verification will be turned off while you are logged in (i.e., the present operator);
- **Enable for Current Account**: Select this to have photo-verification turned on while you are logged in (i.e., the present operator);

Event Trigger

This allows setting the type of card-activity that will trigger the photo for each user at the selected door. You can select any or all of these items.

- **Granted**: Persons that are granted access;
- **Denied**: Valid/programmed cards that are denied access for general reasons (card expired, wrong time, wrong area, etc.);
- **Denied Invalid Card**: Persons denied access due to: • Wrong system code; • Wrong PIN entered; • Antipassback violation; • Wrong card version number; • Dual custody violation.

Doors

This area shows all main panels and doors associated with your account, and allows selecting the door(s) to be associated with photo-verification. (Click to select or de-select doors in the list.)

Tip: You can change the way doors are displayed by right-clicking this area, and selecting from the pop-up menu (try it!). **Note:** To exit from "Physical view" (✓), just select it again.

Photo View

This allows selecting the number of user photos that will be visible at one time (1, 4, or 9);

Photo Display Duration

- **Always Visible**: The photo-verification window will remain open for as long as you remain 'in' the specific account;
- **Duration Time (min)**: If you do not select "Always Visible", this allows selecting how long the photo window will remain open each time it is activated (1-99 minutes).

Note: You can also close the photo window manually, by clicking the **[X]** in the upper-right corner.

Guard-Tours: Monitoring

Introduction to Guard Tours

Guard Tours

A guard-tour can be thought of as either:

- A path that must be completed by a guard in a certain amount of time—including stations (checkpoints) along the way, **or**;
- The process of the guard making his/her way through the assigned route.

Tip: If so configured, areas can be disarmed and re-armed automatically as the guard moves through the designated route.

Note: A guard tour cycles through the defined 'stations' (checkpoints) and then stops (it does not automatically restart at the beginning).

Each 'station' can be a reader/door (that will be monitored for a specific user), or a physical input-point (key-switch, etc.) that is operated by the guard.

Once defined guard tours can be activated and/or monitored by anyone with the appropriate permissions. As well, reports can be generated on guard tours that occurred previously.

Guard Tour Monitoring

When any guards are to begin their assigned routes, the associated "Guard Tours" can be activated, thus allowing an operator to monitor each guard's progress, and respond if needed.

Guard Tour Events: Activity messages pertaining to guard-tours (and guard-tour stations) are not transmitted to a central monitoring facility.

Guard Tour Setup: Before a guard-tour can be monitored, it must first be defined as per the stations (checkpoints) along the way, and the allowable times between stations. (Details appear in a following section / below.)

Connecting to the Associated Panel(s), An Overview:

1) See if you're already connected by checking the status bar at the bottom of the monitoring window.
Multi-account systems: Ensure your desired account is selected (click **[Account Folders]** in the tree, and then double-click the specific account).

2) If **not** connected, check to ensure the communication software is running on the specific PCs.
Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".
Related Topic: Serial Port / Modem Setup (Communications Manager)

3) Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/OnLine**.

4) Click the **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu. Then, select the desired panel(s) (double-click to select), and set "Action" to "Normal", and "Frequency" to "Stay Connected" (✓). (Click **OK** when finished.)

5) Check that the connection is made, and watch for the panel updates to occur.
(Click the 'Panel Group', and look for the status on the right side of the screen.)

Note: Guard-tour monitoring features will be available after the panel updates have finished (look for a connection state of 'Connected' and 'Idle State'.)

Also See (Related Topics):

+ "Panel Communications and Updates"

Activating and Monitoring Guard Tours **(that have already been set up)**

Activating a Guard Tour (Adding it to the Guard Tour Monitor)

Initiate a connection with the associated panel(s) as described previously / above.

Then, select **Guard Tour Monitor** from the MyTools bar, **or** click your site/account button in the tree, 'open' **Control & Status** (click the "+"), and select **Guard Tour Monitor**.

Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Now, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Status for one guard-tour at a time;
Grid View: All active tours in a list.

In 'Forms' view, right-click the form, and select **Start Tour** (or **Add New**). (For 'Grid' view, click the **[...]** beside the word "Start".)

Then, refer to the selection-descriptions for this screen while selecting a "Guard Tour", "Start Point", and "User". (Click **OK** when finished.)

Monitoring Guard Tours in Progress

Select **Guard Tour Monitor** from the MyTools bar, **or** click your site/account button in the tree, 'open' **Control & Status** (click the "+"), and select **Guard Tour Monitor**.

Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

In forms view, you can select a 'tour' at the bottom of the window, or right-click the form and select **Find** to search for a guard-tour by name (or the 1st few characters--e.g., nam*****).

Refer to the selection-descriptions for this screen while monitoring the specific guard tour. **Be sure to dispatch someone promptly if the need arises**.

Tip: To view additional items, you can use the scroll-bar at the bottom of the window.

Note: Guard tour monitoring will be suspended if the panel connection is dropped for any reason. (You can check your connection status simply by checking the status bar at the extreme bottom of the desktop.)

Stopping the Monitoring of a Guard Tour (Deleting it from the Guard Tour Monitor)

Select **Guard Tour Monitor** from the MyTools bar, **or** click your site/account button in the tree, 'open' **Control & Status** (click the "+"), and select **Guard Tour Monitor**.

Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

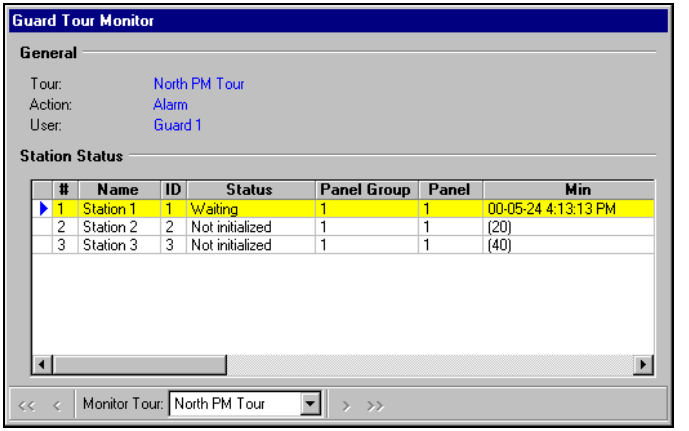
Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

In forms view, you can select a 'tour' at the bottom of the window, or right-click the form and select **Find** to search for a guard-tour by name (or the 1st few characters--e.g., nam*****).

Then, right-click the form and select **End Tour** (or **Delete**). When asked to confirm, select **Yes**.

(In Grid view, click the (Stop) **[...]** on the row for the desired tour. When asked to confirm, select **Yes**.)

Control & Status ⇨Guard Tour Monitor


Guard Tour Monitor
General
Tour: North PM Tour
Action: Alarm
User: Guard 1
Station Status
Name ID Status Panel Group Panel Min
1 Station 1 1 Waiting 1 1 00-05-24 4:13:13 PM
2 Station 2 2 Not initialized 1 1 (20)
3 Station 3 3 Not initialized 1 1 (40)
Monitor Tour: North PM Tour

- **Monitor Tour** (bottom of form)**:** This is where you select an active guard tour to view its progress/status. This area shows the name of the guard tour (as defined under "Guard Tour");
- **General:** This area shows the 'tour' being monitored, plus the name of the guard (user), and the defined action to occur if the guard is late or absent at any of the stations (checkpoints).
- **Station Status:** This area lists the stations (checkpoints) in the selected tour being monitored, plus the status, elapsed time, and other items for each checkpoint;

  Not Initialized: A status of 'Not Initialized' refers to a guard-tour station that occurs later in the tour (i.e., after the next / pending station).

  Area Arm/Disarm Commands**:** These trigger automatically when the guard accesses the preceding station within the allowed time.

Tip: To view additional items, you can use the scroll-bar at the bottom of the window.

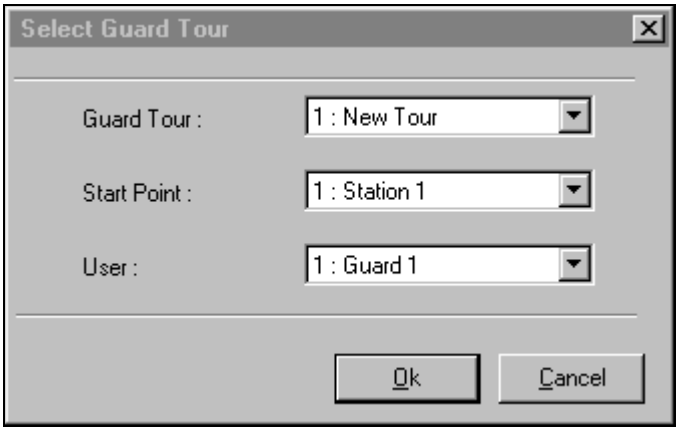
Grid View: In Grid view, you will see a list of all active guard-tours, showing the tour names, guard (user) names, present status, and the present (last) station accessed. Selections are also provided to **Stop** the monitoring of an active tour, or **Start** (activate) a tour.

- **Guard Tour:** This is where you select a (previously defined) guard tour to begin monitoring;
- **Start Point:** This allows starting the tour at any station / checkpoint (select the station that the guard will begin with).

  Notes: For the station selected as the 'Starting Point', the min/max times are relative to the tour activation time (i.e., when you click **OK**).

  A guard tour cycles through the defined 'stations' (checkpoints) and then stops (it does not automatically restart at the beginning).
- **User:** This is the "user" (i.e., the guard) to be performing the guard tour.

Right-click screen, and select "Start Tour" (Add New)



Guard Tours: Initial Set Up

Overview

To set up a guard-tour:

1) Ensure the applicable readers and other guard-tour stations (checkpoints) have been defined in the system.

Guard tour inputs require a "Custom Point Type" with the "Preprocess" set as "Guard Tour" (and the "Level" set as "24 hours").

To add a reader/door or guard-tour input-point to the system, refer to:

- "Doors, Readers, and Related Settings",
- "Input Points—Custom Point Types", and
- "Input Points—Monitored Sensors", as applicable.

2) Set up the new guard-tour, which includes the readers and other guard-tour 'stations' along the guard's route. (Refer to the selection-descriptions for this screen for details);

Tip: Areas and associated arm/disarm commands can also be inserted as desired. (These trigger automatically when the guard accesses the preceding station within the allowed time).

3) Double-check the order for the 'stations', and the acceptable range of time between each location.

Note: "Grid" view does not apply to this topic.

Adding a Guard Tour

Select **Guard Tours** from the MyTools bar, **or** click your site/account button in the tree, and select **Guard Tours**.

Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Now, click **[+]** at the bottom of the form, or right-click near the top or bottom of the form (**not** the centre portion), and select **Add New** from the pop-up menu.

Alternative: You can also select "New Tour" from the list at the bottom of the window.

Now, refer to the selection-descriptions for this screen while setting up the guard-tour as desired. (Set the name and "Action", and add stations (checkpoints), with associated time-ranges).

Viewing or Changing Settings for a Guard Tour

Select **Guard Tours** from the MyTools bar, **or** click your site/account button in the tree, and select **Guard Tours**.

Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Then, choose the desired guard-tour at the bottom of the window.

Tip: You can also use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*).

Now, refer to the selection-descriptions for this screen while viewing or changing settings as desired.

Deleting a Guard-Tour

Select **Guard Tours** from the MyTools bar, **or** click your site/account button in the tree, and select **Guard Tours**.

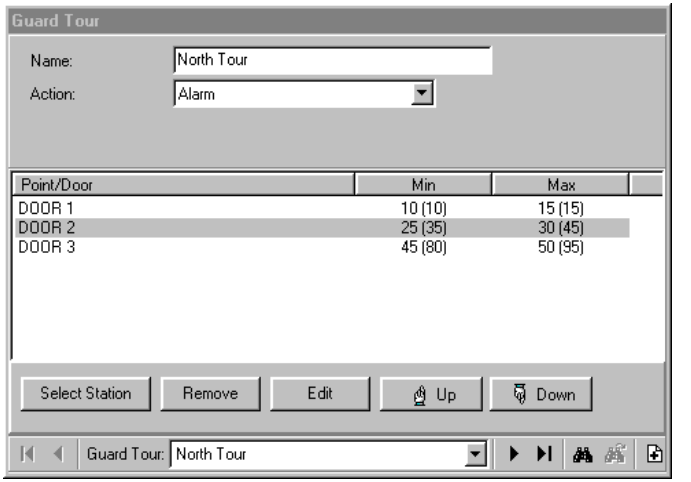
Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Now, choose the desired guard-tour at the bottom of the window.

Tip: You can also use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*).

Then, right-click a blank (grey) area near the top or bottom of the form (**not** the centre portion), and select **Delete**. When asked to confirm, select **Yes**.

Guard Tours



- **Guard Tour** (bottom of form)**:** This is where you select a guard tour to view or edit (or "New Tour" to add a new one). This area shows a reference number assigned by the system, and the name of the guard tour, once defined;
- **Name:** A suitable name / description for the guard-tour.

  Tip: Be sure to **change** this from the default setting of "New Tour".
- **Action:** The actions to occur if the guard is late or absent at one of the checkpoints (whether to abort the tour, trigger an alarm, and/or sound the siren output on the specific panel);
- **(Station / Checkpoint List):** The main portion of this screen shows the stations (checkpoints) for the selected guard-tour, in the order they occur. The minimum and maximum times are also shown (both since the previous checkpoint, and the total).

  Area Arm/Disarm Commands**:** These trigger automatically when the guard accesses the preceding station within the allowed time.
- **[Select Station]:** Click this to allow adding doors and guard-tour input-points to this guard-tour, and setting the allowable time-range for the guard to arrive from the previous station / checkpoint (in minutes);

  This is the same as right-clicking the centre portion of the form and selecting "**Add New**".

  Multi-**Panel** Systems: Items to be added to a guard-tour can be set to display either as a single list, or on a panel-by-panel basis. For details on these choices, refer to "Other Desktop Choices".
- **[Remove]:** Click this to remove a selected checkpoint (door or input-point) from the guard-tour;
- **[Edit]:** Click this to allow changing an existing checkpoint:
  + Selecting a different door or guard-tour input-point, and/or;
  + Changing the allowable time-range for the guard to access this checkpoint;
- **[Up]:** Moves a selected checkpoint up to an earlier position in the guard-tour, while leaving the time-range values as-is;
- **[Down]:** Moves a selected checkpoint down to a later position in the guard-tour, while leaving the time-range values as-is.

After changing the position of any stations (checkpoints) in a guard-tour, be sure to always re-check the min/max time values. (To change the times, select the item in the guard-tour, click **[Edit]**, and make your desired changes, clicking **[Ok]** when finished.)

- **Doors and Input Points** (top of the form)**:** This is where you select the specific door or input-point pertaining to the guard-tour station being added or changed;

  Area Selections: See "Automatic Area Disarming / Rearming", to follow / below.

  To be available here, the specific areas and devices must already be defined in the system. As well, guard tour inputs must be set as a "Custom Point Type" with the "Preprocess" set as "Guard Tour" (and the "Level" set as "24 hours"). For details, refer to:
  - "Doors, Readers, and Related Settings",
  - "Input Points—Custom Point Types", and
  - "Input Points—Monitored Sensors", as applicable.

- **Minimum Time:** The minimum allowable time for the guard to reach this station (from the previous one);
- **Maximum Time:** The maximum allowable time for the guard to reach this station (from the previous one);

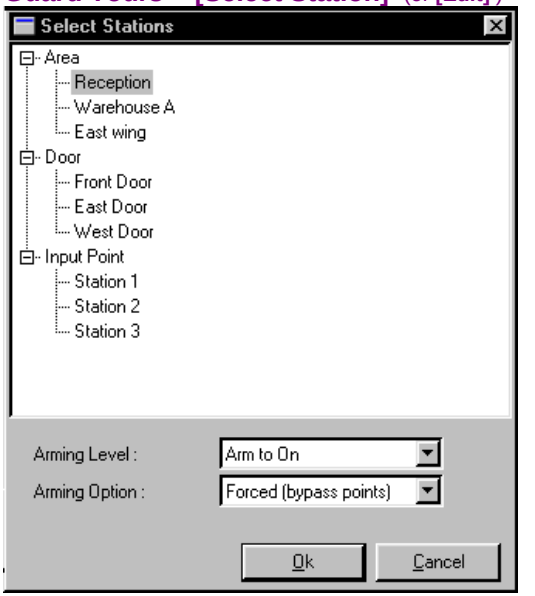
  Note: For the 1st station (i.e., the "Start Point" selected under "Guard Tour Monitor"), the time is from when the guard tour is activated (i.e., when the guard tour is 'added' to the Guard-Tour **monitor** screen).

Automatic Area Disarming / Rearming

If you select an area instead of a door or input point, this allows setting that area to disarm or rearm automatically when the guard accesses the preceding station within the allowed time.

- **Arming Level:** For an area selection, this provides area arm/disarm choices. Note: "Arm to Stay" will occur only if the area is disarmed (Off); "Disarm to Stay" will occur only if the area is fully armed (On).
- **Arming Option:** For an area selection, this sets the type of arming (i.e., whether or not any sensors (points) that are not 'OK' will be automatically bypassed to allow the arming to occur).

Guard Tours ⇨[Select Station] (or **[Edit]**)



Checking Status and Controlling Items

Maps and Video (Visual Monitoring & Status/Control)

Status and Control Using Visual Director

Welcome to Visual Director (Map/Camera Views)

Beginning with **V4.0**, Guardall Director includes a customizable visual interface for viewing live cameras, monitoring alarms, and controlling items. We call this "Visual Director".

Software Licensing: This is an optional feature (requires suitable software licensing). For details on activating purchased features, refer to "Software Activation and Licensing".

Camera Support: Cameras are supported through **Netvision** and other video servers. For more information, refer to the on-line help or documentation provided with the Netvision software.

Grid view: Due to its visual nature, this feature uses 'forms' view only.

Initial Set Up / Camera Control and Adjustments: This section covers using 'Visual Director' to perform monitoring, status, and control tasks.
Also See: "**Camera Status/Control and Adjustments**", and "**Initial Set Up of: Views, Maps, Cameras**" (both to follow / below).

Items to be available under Control & Status depend on the authorities associated with the user ID and PIN entered when logging into "Control & Status". If you were not asked to enter a user ID and PIN, then one has been set up for automatic entry in your operator settings. For details, refer to the section on "Operators".

Status monitoring (either manually, or through the status toolbar), requires that the Guardall Director system be connected with the specific panel(s), and the specific devices must be communicating.

Also See (≥ V4.0)**:**

+ For Form-based Status & Control: "Checking Status and Controlling Items"
+ To Set up Panel Communications for a New System: **"**New Installation? Try the Wizard "

Connecting to the Associated Panel(s), An Overview:

Tip: If you will only be viewing or controlling cameras, you do not need to initiate a panel connection (i.e., you can skip these steps).

1) See if you're already connected by checking the status bar at the bottom of the monitoring window.
   Multi-**Account** systems: Ensure your desired account is selected (click **[Account Folders]** in the tree, and then double-click the specific account).
2) If **not** connected, check to ensure the communication software is running on the specific PCs.
   Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".
   Related Topic: Serial Port / Modem Setup (Communications Manager)
3) Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/OnLine**.
4) Click the **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu. Then, select the desired panel(s) (double-click to select), and set "Action" to "Normal", and "Frequency" to "Stay Connected" (✓). (Click **OK** when finished.)
5) Check that the connection is made, and watch for the panel updates to occur.
   (Click the 'Panel Group', and look for the status on the right side of the screen.)

Note: Control & Status features will be available after the panel updates have finished (look for a connection state of 'Connected' and 'Idle State'.)

Also See (Related Topics):

+ "Panel Communications and Updates"

Accessing This Feature (Visual Director)

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window. Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection as described previously/above.

Exception: If you will only be viewing or controlling cameras, you do not need to initiate a panel connection

Topic Locator:

Using the MyTools Bar: Select "**Visual Director**" from the MyTools bar (and login with your user ID and PIN if prompted for this).

Using the Tree: Click your site/account button in the tree, open **Control & Status**, and **Panel Control & Status** (click the "**+**"), and login with your user ID and PIN if prompted for this. Then, select "**Visual Director**" under "Panel Control & Status".

If this feature is not present: This feature is available only to operators with permission to access ALL configuration topics. You may also need to upgrade your software licensing.

Related Topics: + "Operator Permissions". + "Software Activation and Licensing".

Multi-Panel Systems: Maps are not limited to individual panels (and cameras are not related to panels).

Automatic Login: To set the 'login' to occur automatically for a specific operator, refer to the section on "Operators".

Selecting Views

When 'in' the visual-director screen, defined map/camera 'views' appear on the "views toolbar". (**Default Position:** Top-right corner of the screen). Views that contain alarms are indicated with a flashing alarm-clock.

To open a desired 'view', select it on the toolbar.

Event-Triggered Cameras: These appear in 'camera-views' that show the last triggered camera (pertaining to the specific 'camera-view'). **Exception:** This type of window closes when you select a different 'view', or move to a different screen/topic.

The 'Views' Toolbar

The "Views" toolbar provides access to all map/camera views that are presently set up.

To show or hide the view-name text in the toolbar: Right-click within the title-bar, and select "**Show Button Captions**".

Also See: "Initial Set Up of: Views, Maps, Cameras"

If you see a small down-arrow on the end of the toolbar, you can click it to access additional map/camera views. Note: If your display mode is set to 800x600, you may need to hide the view-names on the toolbar to allow accessing the down-arrow. (Right-click the "Views" toolbar, and deselect **Show Button Captures**.)

The bars on the left end of the toolbar allow you to drag it to a new position if desired (in a fixed location, or floating above the desktop). **Tip:** If you 'drop' it in an undesired location, click **[Restore]** on the main toolbar.

Moving Around and 'Zooming' In or Out

To enlarge a map or camera image, double-click the image (a blank area). To return to the previous size, click **[Return]**.

Similarly, if your maps include links to cameras and/or other maps, you can double-click a link to view the image.

(Method 2: Right-click the link, and select **Go to Link**.)

When you're ready to go back to the previous map, click **[Return]**.

If Area/Device Icons are Grey in Colour: This means you are not connected with the specific panel or account. For details, see: "Connecting to the Associated Panel(s), An Overview" (previous/above).

If Camera(s) are Not Available: This may mean that the applicable Netvision capture station is not running.

Camera Control and Adjustments: You can easily aim or zoom any camera that supports Pan-Tilt-Zoom operation. A number of other camera controls are also provided.

QuickRef: (bottom of camera window). Also: Tools, ⇨Options, ⇨(Visual Director🗀) 🕮 Camera Status/Control and Adjustments (a following section).

Full-Screen: To make the Visual Director window fill the whole screen, double-click its title-bar ***twice***. (To return to normal, double-click the title-bar once again, and click **[Reset]** on the main toolbar.)

Zooming in or out on a map: Click the desired map, then use one of these methods:

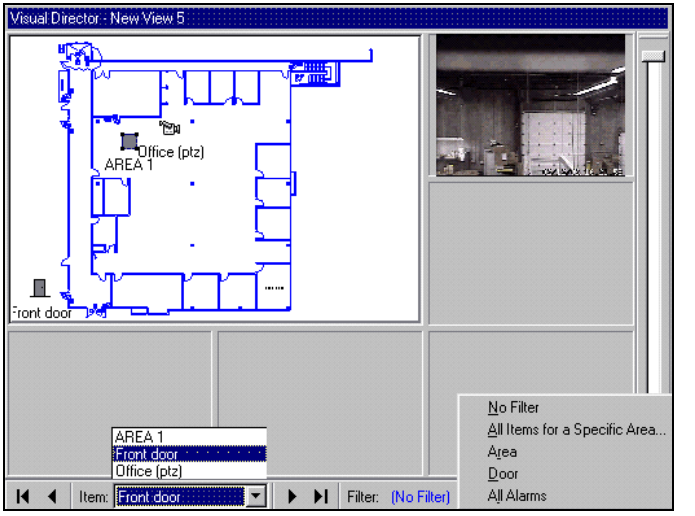
- Use your mouse scroll wheel, **or**;
- Use the **(+)** / **(-)** (magnifying glass) buttons at the bottom, **or**;
- Use the 'slider bar' on the right edge of the screen, **or**;
- Right-click a blank portion of the map. Then, select **Zoom**, and your desired action.

To move around (scroll) within a map, you have 3 choices. (1st click the desired map.) Then:

- Click-and-drag a blank area on the map (hold the mouse button down), **or**;
- Use the scroll bars provided, **or**;
- Use the "Universal Scroll" feature of your mouse (if it is set up for this).

Tips: The map will automatically shift to display the selected item. For status & control details, see a following section / below.

Control & Status ⇨Panel Control & Status ⇨Visual Director



Note: This is at the bottom of the map window (NOT the **[Filter]** button at the bottom of the event/monitoring window).

3) Select your desired topic from the pop-up menu.

Then, scan the map for your item(s) of interest. If you cannot find the desired item on the map, look for (and select) it in the item-list at the bottom of the map window.
(If you still can't find it, ensure the desired item is not filtered-out accidentally.)

Tip: The map will automatically shift to display the selected item. For status & control details, see a following section / below.

When You Right-Click a Blank Spot on a Map

Zoom:

- Provides various selections for zooming in or out on a map.

View:

- **Show Zoom Slider:** This sets whether or not the 'zoom slider' will be displayed (allowing you to zoom in and out visually).
- **Show Item Text:** This sets whether or not descriptions will be shown for visual items on maps.

Tip: Beginning with Director v4.66, this value is saved independently for each operator.

Locating Items on a Complex Map, and Filtering to Show Fewer Items at a Time

To temporarily limit a map to show only a specific type of devices / objects:

1) Click within the desired map.
2) Click the small down-arrow to the right of "**Filter:**".

- **Item** (bottom of the form)**:** This allows you to find a specific item on a complex map;

Tip: Making selections here is well-suited for complex maps. For simpler maps, you'll likely prefer to scan the map visually. For status & control details, see a following section / below.

- **Filter:** This allows temporarily limiting a selected map to show specific types of devices only (click the small down-arrow to see the available choices).

Tip: Do not confuse this with the **[Filter]** button at the bottom of the event/monitoring window. **Note:** The filtering stays in effect only until you select a different map (or any topic outside of Visual Director).

-(+) / **(-)** (**magnifying glass** symbols) and the '**slider bar**' on the right edge of the screen**:** These allow zooming in or out on a selected map.

To show or Hide the Slider Bar: Right-click a blank area on the map. Then select "**View**", and "**Show Zoom Slider**" from the pop-up menu.

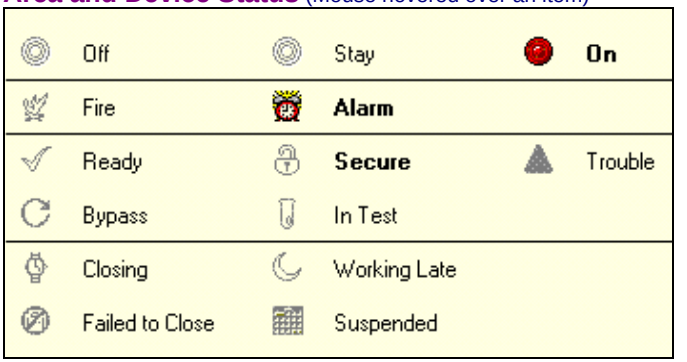
Viewing the Status of an Area or Device

Open the applicable "View", and (locate) and select the desired device (Details: Previous/above).

Then, 'hover' your mouse cursor on top of the item, and watch for a pop-up status screen.

Jumping to the Control & Status Form: Right-click the area or device and select "Switch to Control & Status Screen for this Item" from the pop-up menu.

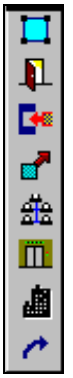
Area and Device Status (Mouse hovered over an item)



Various status aspects will be shown for the specific area or device. If you require more information on the listed information, look for an applicable topic under "Checking Status & Controlling Items".

User's Guide: Look in the table of contents near the front of the manual.
On-Line Help: Open the **Help** menu, and select **"Topics"** (and ensure the **Contents** tab is selected). If the Help is already open, select **[Topics]**, and then the **Contents** tab.

Item Legend



An **Area** (including all associated devices);

A **Door** and associated reader(s);

An **Input Point** (sensor);

An **Output Point** (electronically triggered device);

An Expansion **Module**;

An **Elevator** (lift) and associated reader;

A **Suite-Security Keypad**;

A **link** to a live camera, or another Map.

Flashing Green Box: This indicates a 'selected' item on a map. (This pertains to navigating using the browse buttons at the bottom of the screen.)

To show or Hide Item-Names on a Map: Right-click a blank area on the map. Then select "**View**", and "**Show Item Text**" from the pop-up menu.

Controlling an Area or Device

Open the applicable "View", and (locate) and select the desired device (Details: Previous/above).

Then, right-click the device and select your desired action from the pop-up menu.

Jumping to the Control & Status Form: Right-click the area or device and select "Switch to Control & Status Screen for this Item" from the pop-up menu.

Dealing with Alarms

When an alarm occurs, always verify what caused it. **Be sure to dispatch someone to deal with any conditions that require attention.**

To silence an alarm, right-click the specific 'Area' on the map, and select **Silence**.

To set the event/monitoring window to show all events associated with a device or area, right-click the item and select "**Resolve and Show All Events for This Item**". To view only the **alarms** associated with a device or area, right-click the item and select "**Resolve**".

For more information on working with the monitoring window, refer to "Monitoring System Activity".

To enter a comment and set a single-alarm as having been resolved (or not), click the coloured box on the left of the alarm message. When the small screen appears, enter a suitable comment and select **[Resolved]** or **[Keep Unresolved]**.

To enter a comment and set **all** alarms for a device or area as 'Resolved' (or not), right-click the monitoring window and select "**Resolve All**". Then, enter a suitable comment, and select **[Resolved]** or **[Keep Unresolved]**.

Common Commands--All Items

(After right-clicking the item)

- **Resolve** (when alarms present)**:** Sets the event/monitoring window to show only the present alarms for the selected area or device;
- **Resolve and Show all Events for This Item** (when alarms present)**:** Sets the event/monitoring window to show all alarms and events for the selected area or device;

  To return the Event/Monitoring Window to Its Previous State: Click **[Return to Previous Filter]** at the bottom of the window.
- **Switch to Control & Status screen for this Item:** This jumps you to the form-based "Control & Status" screen for the selected item.

Area Commands (After right-clicking an Area)

Also See: "Common Commands", previous/above.

- **Off / Stay / On:** These selections allow manually arming or disarming the area (i.e., setting the arming level);

  Tip: If any input points (sensors) are presently tripped or bypassed, you will be guided though the steps to deal with this first (bypass / acknowledge).
- **Silence** (when an item is in 'alarm')**:** This shuts off the sounding of present alarms (i.e., shuts off the system siren output, and LCD keypad sonalerts).
- **Worklate:** This allows adjusting the area's scheduled closing time in increments of 30 minutes.
- **Lock All Doors in this Area:** This locks all doors with at least one reader associated with the specific area;
- **Unlock all Doors in this Area:** This unlocks all doors with at least one reader associated with the specific area;
- **Reset User Count In Area:** This allows resetting this area's "user-count" to zero.

  Note: 'User-counting' is configurable for each area. Ref: Configuration ⇨Areas ⇨**Activity**🗀.

Door Commands (After right-clicking a Door)

Also See: "Common Commands", previous/above.

- **Lock:** This locks (re-locks) the specific door.
- **Unlock:** This unlocks the specific door.

- **Momentary Normal Unlock:** This unlocks the door for a duration equal to the standard "unlock duration". This is the same as someone gaining entry with an access card or token.
- **Momentary Extended Unlock:** This unlocks the door for a duration equal to the "extended unlock duration". This is the same as a user who is set for "extended unlock/challenged" gaining entry with an access card or token.
- **Pending Unlock:** This is an unlock command that waits for one person to enter the facility at the specific door.
- **Grant Last User -- Reader 1 (or 2):** If the last user at a reader was denied access, this will issue a 'Momentary Unlocking', and log that card/user as being granted entry.
  - Cards can be denied due to being expired, locked out, wrong time, wrong door class, etc. -- as long as they are defined in the system.
  - This feature will be unavailable if someone else is granted entry, or after 5 minutes from the time the person was denied access (although they can simply present their card/token again).
  - This may be used in conjunction with an event-triggered camera-view for the door (so a remote attendant can see the person).
    Related Topics: "Initial Set Up of: Views, Maps, Cameras" (step 3b).
  - This can also be used in conjunction with the pop-up "Photo-Verification" feature (if it is set to trigger on 'Access **Denied**' events).
    Related Topics: Visually Verifying Users (Photo-Verification)"
  - This **cannot** be used (or does not apply) with:
    - Cards being enrolled or disabled at a reader set to do this (although it will apply for cards denied due to wrong area/time, etc.);
    - Access being denied due to door interlock violations or area/disarm authority issues.

Input-Point Commands

(After right-clicking a Sensor)
Also See: "Common Commands", previous/above.

- **Bypass / Remove Bypass:** "Bypass" allows arming an area with a tripped or faulty input point (sensor). "Remove Bypass" allows monitoring the input point again (for a sensor that is "OK").

Output-Point Commands

(After right-clicking an Output/Device)
Also See: "Common Commands", previous/above.

Tips: First, select "**Manual Output Control**". Additional parameters appear when applicable (duration, etc.).

- **Normal:** No manual control (i.e., return to normal operation);
- **Always:** Allows setting the output as On or Off continuously (until manual control is removed);
- **Momentary:** Allows setting the output to pulse/toggle once. Additional selections will appear for: • Whether it is to be triggered On (high), or Off (Low); • The state it will be left in afterwards (Off, On, or Normal); • How long the relay will remain triggered (1 second to 1 week).
- **Duty Cycle (1 sec. On/1 sec. off):** The output will be pulsed on and off continuously for a selected duration (1 second to 1 week).

Elevator Commands

(After right-clicking an Elevator)
Also See: "Common Commands", previous/above.

- **Secure / Desecure:** This allows applying or removing controlled-access for all floors as accessed from the specific elevator (lift).
  (Secure: An access card or token provides access to specific floors; • Desecure: Anyone can access any floor without a card or token.

  Controlling a Floor (as accessed from all cabs): Refer to "Checking Status or Controlling Floors"

Camera Status/Control and Adjustments

Introduction

A number of camera controls are provided, allowing you to: • Aim or zoom PTZ cameras; • Check connection status; • Adjust image quality, etc. These features are provided through the video toolbar in each camera-

image, with additional camera settings available under: **T**ools, ⇨**O**ptions.

The Video Toolbar

When working in a 'view' that contains a camera-image, a small button in the bottom-left corner will provide access to the video toolbar.

To use this feature, refer to the item-descriptions for the video toolbar, plus the sections that follow.

Note: The video toolbar is available when viewing or customizing maps, but not when setting up 'Views'.

(Show Video Toolbar)

- **Hide Video Toolbar:** Closes/hides the video toolbar;
- **Change View Size:** Allows setting the maximum displayed image size for a camera (details to follow);
- **View Messages:** Allows viewing the camera/PTZ connection status for the camera (details to follow);
- **Start PTZ:** Allows working with a PTZ camera (details to follow);

Controlling a Pan/Tilt/Zoom Camera

You can easily aim or zoom any camera that supports Pan-Tilt-Zoom operation.

Initial Set Up: PTZ cameras must be identified and properly set up. **Details:** Step 1b: Define Cameras (under "Initial Set Up of: Views, Maps, Cameras", to follow).

User Permissions: Only one person can control a specific PTZ camera (COM port) at a time. Who will get access is based on:

- The username assigned to the camera during initial set up;
- PTZ user priorities defined at the capture station (for each PTZ username).

Event-triggered 'camera-views': Control of PTZ cameras is not supported in event-triggered 'camera-views'--although you can use a 'view' that contains the specific camera (or a link to the camera) to access PTZ control.

Steps:

1) Open the 'View' that contains the desired camera-image.
MyTools Bar: **Visual Director** (+User login if prompted). Tree: Control & Status, ⇨Panel Control & Status (+User login if prompted), ⇨**Visual Director**.
Then, select from the 'Views' toolbar (top-right).

2) Open the video toolbar by clicking the button in the bottom-left corner of the camera-image. Then, click the 4th button ("Start PTZ").

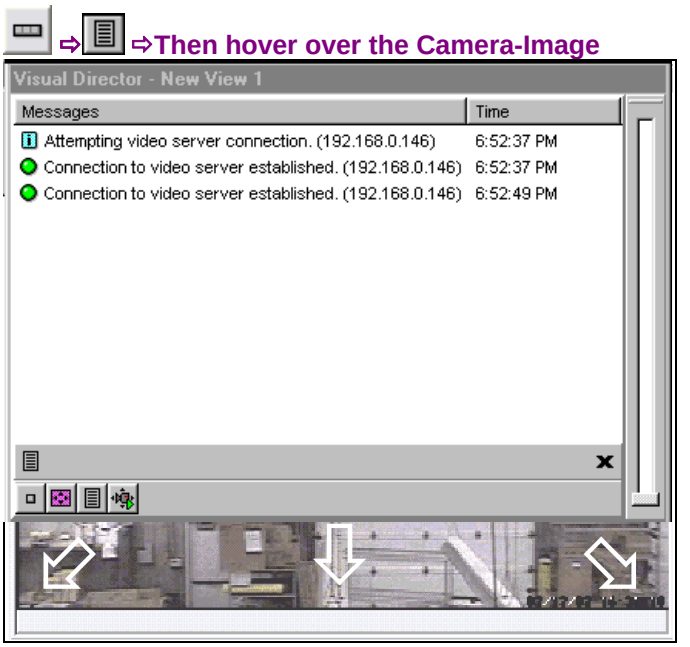
3) 'Hover' your mouse around the camera-view, and watch for the cursor to change to an arrow or magnifying glass.

4) Click (or click and hold) the image with the cursor indicating your desired action.

For options and more information, refer to the screen image and item-descriptions.

- For cameras that support pan-tilt-zoom (PTZ) control, your mouse cursor will change to indicate different pan-tilt-zoom directions as you move around the camera-view. (Click, or click-and-hold with the mouse indicating the desired action.)

  To zoom out: **Right**-click-and-hold near the centre of the screen (magnifying glass).
- **Adjust PTZ Speed:** After clicking "Start PTZ", an additional button will appear on the right which allows opening the PTZ speed control. The length of the blue bar indicates the present relative speed. To adjust the speed click a new position on the speed indicator bar, or click the + / - symbols at either end.
- **X:** This closes the PTZ speed control, and returns you to the camera-image.


⇨ ⇨Then hover over the Camera-Image
Visual Director - New View 1
Messages
Time
Attempting video server connection. (192.168.0.146) 6:52:37 PM
Connection to video server established. (192.168.0.146) 6:52:37 PM
Connection to video server established. (192.168.0.146) 6:52:49 PM

Checking Camera/PTZ Connection Status

Camera and PTZ connection status can be viewed at any time.

Steps:

1) Open the 'View' that contains the desired camera-image.
MyTools Bar: **Visual Director** (+User login if prompted). Tree: Control & Status, ⇨Panel Control & Status (+User login if prompted), ⇨**Visual Director**.
Then, select from the 'Views' toolbar (top-right).

2) Open the video toolbar by clicking the button in the bottom-left corner of the camera-image. Then, click the 3rd button ("View Messages").

For more information, refer to the item-descriptions for this screen.

- This screen shows the connection status for the camera being viewed.

  Flashing Yellow Symbol: When a problem occurs (such as PTZ timeout), the 'View Messages' button will appear with a warning symbol.
- **X:** This closes the status window and returns you to the camera-image.

Setting the Maximum Camera-Image Size

Camera-images auto-size relative to the window they are displayed in.

Exception: To avoid jagged looking images, you can set the maximum displayed image-size for each camera.

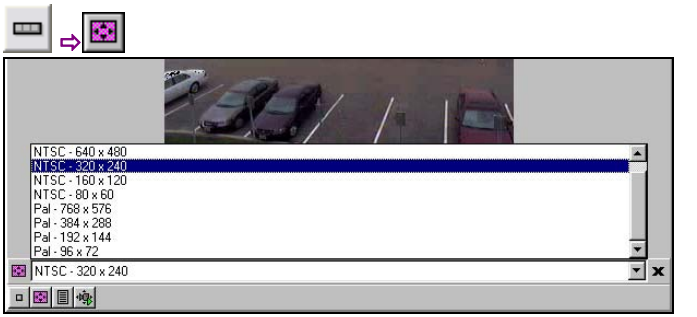
Steps:

1) Open the 'View' that contains the desired camera-image.
MyTools Bar: **Visual Director** (+User login if prompted). Tree: Control & Status, ⇨Panel Control & Status (+User login if prompted), ⇨**Visual Director**.
Then, select from the 'Views' toolbar (top-right).

2) Open the video toolbar by clicking the button in the bottom-left corner of the camera-image. Then, click the 2nd button ("Change View Size").

3) Click the down-arrow on the right to open the list and make your selection.

For more information, refer to the item-descriptions for this screen.



- This screen allows setting the maximum displayed image-size for the camera being viewed.
- **X:** This closes the image-size control, and returns you to the camera-image.

Adjusting Camera Quality for your Connection/Bandwidth

Various camera-Image quality settings are provided to allow for slower connection speeds and reduced-bandwidth applications.

Notes: These selections affect all cameras for the selected account. Features pertaining to maps and cameras are not supported with single-panel licensing.

Maximum Image Quality: Camera images are transmitted based on the recording mode at the NetVision capture station (if presently being recorded there), or per the present/last displayed image size for any camera on the same capture board displayed at the capture station.

Steps:

1) Multi-Account Systems: Ensure you are 'in' the desired account.
(Click **[Account Folders]** in the 'tree', and double-click the specific account.)

2) Open the **Tools** menu, and select **Options**. (Tip: If not listed, see step 1).

Note: If the "Options" screen contains only an 'Autostart' option, this means you have single-panel licensing (maps/cameras not supported).

3) Refer to the selection-descriptions for this screen while making your selections.

Tip: The easiest way to change these settings is using the coloured buttons across the bottom. See "Coloured Buttons" for details.

- **Interval**: Sets the duration between camera image requests--in milliseconds (1000 = 1 frame per second).
- **Quality**: Sets the relative amount of video detail to be included in non-key frames. Also see "Key Rate", to follow.
- **Data Rate**: This is a bandwidth control property that determines the maximum video data transmission rate.
  (Defaults: Low = 56, Medium = 220, High = 3000).
- **Key Rate**: This determines how often a complete frame is sent compared to only changes from the previous frame. Lower values provide better image quality and require more bandwidth

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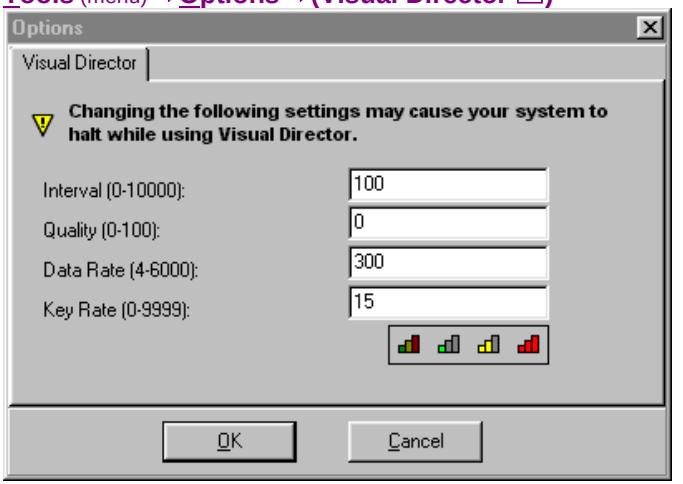
- **Coloured Buttons**: These buttons provide (from left to right): A quick way to return to:
  • General default values, or;
  Select pre-defined defaults suitable for:
  • Low, • Medium, or; • High available bandwidth (i.e., dial-up connection, DSL/cable, or local network).

Tools (menu) ⇨**Options** ⇨**(Visual Director 🗀)**



Supported Map File Formats

Map images to be used with this feature must have been saved in one of these file-formats:

- Vector/Drawing Formats: WMF, EMF
- Bitmap/Photo Formats: BMP, JPG

Note: Scalable graphics work best (EMF, WMF), and are recommended--especially for more detailed maps.

Initial Set Up of: Views, Maps, Cameras

Introduction to Map/Camera Set Up

"Views" and "Maps" must be set up before visual monitoring and/or status & control tasks can be performed.

Notice: It is extremely useful to familiarize yourself with the operation of this feature, and plan how you want your views and maps set up before you begin.

Grid view: Due to its visual nature, this feature uses 'forms' view only.

Permissions: Setting up maps, cameras, and 'views' requires an operator with permission to "Configure Visual Director". This permission is also required to change camera image quality/sizing (right-click menu).

Requirements for Camera Viewing

Camera viewing (and PTZ control) is supported through Netvision capture stations.

DVR Types: Supported video servers include:

NetVision (V2.1 or V2.2 and newer) Yes (via "Visual Director")
March R4 & R5 Optional via licensing (beginning with V4.7).
VeDVR / NVe (embedded) Optional via licensing (beginning with V4.71).

Note: Playback for video events is NOT supported for March R4 DVRs.

Required Items:

- TCP/IP protocol must be installed and set up on your PC (this is typically done automatically as part of the MS Windows installation);

- You must have an available connection to a network, the internet, or "dial-up networking" to allow connecting with the capture station; (And the capture station PC and software must be running.)
- The IP address (or name) of each specific capture station PC must be known;
- The capture station "Video Server" must be set to allow anyone to view cameras (through the Windows Control Panel);
- The desired camera number should be known;
- For control of PTZ cameras (pan-tilt-zoom), you will need to have a valid PTZ username for each specific capture station.

For details on setting up a Netvision capture station, refer to the on-line help or other documentation provided with the Netvision software.

Step 1a: Define Source Maps

Map image files need to be identified to the system before they can be displayed.

Topic Locator:

MyTools Bar: **Customize Views**, (login with a user name & ID if needed), select the **Maps** 🗀.

In the Tree: Click your site/account button in the tree, open **Control & Status**, and **Panel Control & Status** (click the "**+**"), and login with your user ID and PIN if prompted for this. Then, select: "**Visual Director**" (click the "**+**"), ⇨**Customize Views**, ⇨**Maps**🗀.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Click **[Add]** to set up a new map, or right-click an existing one and select **Edit Map**. Then, set the name as desired, and click **[...]** to browse for a desired image file (select the file and click **[Open]**).

See the selection-descriptions for more information (especially "**Create Duplicate Map**").

Visual Director ⇨Customize Views ⇨Maps 🗀

- **[Add]:** Allows identifying a new map image;

  Note: Scalable graphics work best (EMF, WMF), and are recommended--especially for more detailed maps.
- **[Delete]:** Allows deleting an existing map from the list.

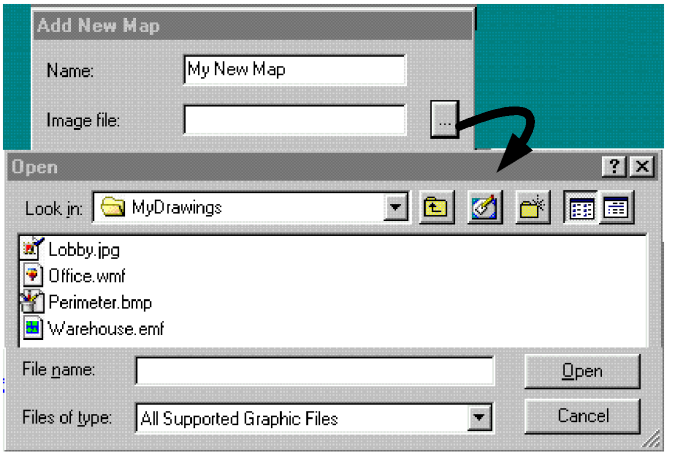
After Right-clicking an Existing Map in the List

- **Add New Map:** Allows identifying a new map image;

  Note: Scalable graphics work best (EMF, WMF), and are recommended--especially for more detailed maps.
- **Edit Map:** Allows changing the name or source file for a map that has already been identified to the system;
- **Create Duplicate Map:** When areas and devices are added to a specific map (step 3a, to follow/below), all views that use the same map will show the same items. "Create Duplicate Map" allows setting up different maps based on the same image file.

  Notes: For a map with devices already placed on it, the device placement will be copied as well (delete/change these as desired).
- **Delete Map:** Allows deleting an existing map from the list.

Visual Director ⇨Customize Views ⇨Maps 🗀 ⇨[Add] (or right-click a map in the list, and select "**Edit Map**")



- **Name:** Enter a suitable name for the map. (This will typically refer to the location or department associated with the image.)
- **Image File:** This is the location (path) and filename of the map image file. **Tip:** Click **[...]** to browse for the file.

  (Select the file and click **[Open]**).

Step 1b: Define Cameras

Cameras need to be identified before they can be displayed by the Director software.

Topic Locator:

MyTools Bar: **Customize Views**, (login with a user name & ID if needed), select **Cameras** 🗀.

In the Tree: Click your site/account button in the tree, open **Control & Status**, and **Panel Control & Status** (click the "**+**"), and login with your user ID and PIN if prompted for this. Then, select: "**Visual Director**" (click the "**+**"), ⇨**Customize Views**, ⇨**Cameras**🗀.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Click **[Add]** to identify a new camera, or right-click an existing one and select **Edit Camera**. Then, refer to the selection-descriptions while entering values for this camera.

Also See: Once the cameras and views have been set up, you can easily aim or zoom any camera that supports Pan-Tilt-Zoom operation. A number of other camera controls are also provided.

QuickRef: (bottom of camera window). Also: Tools, ⇨Options, ⇨(Visual Director🗀) 🕮 Camera Status/Control and Adjustments (previous).

Note: The video toolbar is available when viewing or customizing maps, but not when setting up 'Views'.

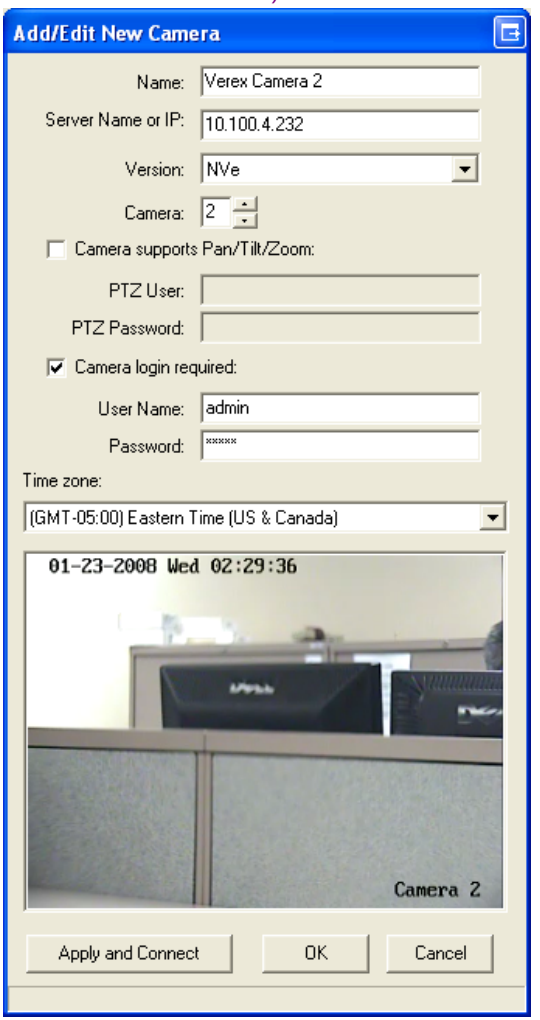
Visual Director ⇨Customize Views ⇨Cameras 🗀

- **[Add]:** Allows identifying a camera to the system.
- **[Delete]:** Allows deleting an existing camera from the list.

After Right-clicking an Existing Camera in the List

- **Add New Camera:** Allows identifying a camera to the system.
- **Edit Camera:** Allows changing the name and other information for a camera that has already been identified to the system.
- **Create Duplicate Camera:** This saves some time for additional cameras from the same capture station (i.e., you won't have to re-type the capture station IP address). After using this selection, right-click "Copy of *CameraName*" in the list, select "**Edit Camera**", and set the name and camera number as desired.
- **Delete Camera:** Allows deleting an existing camera from the list.

Visual Director ⇨Customize Views ⇨Cameras ⇨[Add] (or right-click a camera in the list and select "Edit Camera")



- **Name:** Enter a suitable name for the camera.

- **Server Name or IP:** This is the IP address (or PC name) of the specific Netvision capture station;

  Tip: This can be an IP address, or a name (FQDN). Contact your IT rep. for assistance if needed.

  Note: To view cameras, a connection must be available. If unsure, go to a command prompt and try 'pinging' the IP address.

- **Camera:** This is the camera number/ID as seen from its capture station;

- **Camera Supports Pan/Tilt/Zoom:** Select this to allow PTZ control for a camera that supports this;

  Tip: For a non-PTZ camera (or if PTZ control is not desired), ensure this is NOT selected.

- **Version:** Select the type of DVR (video server) here.

DVR Types: Supported video servers include:

NetVision (V2.1 or V2.2 and newer) Yes (via "Visual Director")
March R4 & R5 Optional via licensing (beginning with V4.7).
VeDVR / NVe (embedded) Optional via licensing (beginning with V4.71).

Note: Playback for video events is NOT supported for March R4 DVRs.

- **PTZ User:** Enter a valid remote user name (with permission to control PTZ cameras) as set up at the specific capture station.

- **PTZ Password:** Enter the login password for the 'PTZ User'.

- **ESM Server Authentication Required:** Select this for cameras managed through a March Networks ESM system.

- **ESM Server:** Enter the IP address or PC name (FQDN) of the ESM server. Max. 50 chars.

- **Camera Login Required:** Select this if the NetVision capture station is set to only allow registered users to view cameras (i.e., NOT set to allow anyone to access the video server).

- **User Name:** Enter a valid remote user name (with permission to view cameras) as set up at the specific capture station.

- **Password:** Enter the login password associated with the 'User Name' entered above.

  Note: For a PTZ camera, the same user name and password is typically used for viewing cameras and PTZ-control.

- **Timezone:** For embedded DVRs (e.g., VeDVR / NVe). Select the timezone associated with the DVR unit here.

  Notes: This setting is used with video events. For other types of DVRs, this is handled internally, and this field will be greyed-out.

- **(camera display area):** A sample image from the selected camera indicates a valid connection. (See next item.)

- **[Apply and Connect]:** Click this button to verify the camera connection and display a sample image.

Step 1c: Define Camera-Views

(this is required only for event-triggered camera-views)

As an alternative to fixed cameras appearing in different locations on-screen, camera-views can be thought of as 'locators' that allow you to set where specific types of event-triggered camera images will appear (separately for each 'view'). Each camera-view shows the last-triggered camera associated with it.

Exception: Camera-views close when you select a different 'view', or move to a different screen/topic.

Tip: Be sure to create additional camera-views for cameras that are to appear in different locations on-screen.

(For more information on this feature, and to assign a camera-view and camera to each device, see step 3b.)

Topic Locator:

MyTools Bar: **Customize Views**, (login with a user name & ID if needed), select **Camera-Views** 🗀.

In the Tree: Click your site/account button in the tree, open **Control & Status**, and **Panel Control & Status** (click the "**+**"), and login with your user ID and PIN if prompted for this. Then, select: "**Visual Director**" (click the "**+**") ⇨**Customize Views**, ⇨**Camera-Views**🗀.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Click **[Add]** to define a new camera-view, or right-click an existing one and select **Edit**

Camera-View. Then, set the name as desired (see the name description for details).

Step 2: Set up Views

"Views" are definable layouts for maps and camera images. These must be set up to allow viewing maps and/or cameras.

Topic Locator:

MyTools Bar: **Customize Views**, and (login with a user name & ID if needed).

In the Tree: Click your site/account button in the tree, open **Control & Status**, and **Panel Control & Status** (click the "**+**"), and login with your user ID and PIN if prompted for this. Then, select: "**Visual Director**" (click the "**+**"), ⇨**Customize Views**.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Tip: For additional space, it's a good idea to turn off the event/monitoring window when setting up 'Views'. (Click **[Events]** on the main toolbar.)

Creating a New View: Click **[+]** at the bottom of the form, or right-click the form, and select **Add New View** from the pop-up menu. Alternative: You can also select "**New View**" from the list (bottom of the window).

Changing an Existing View: Select the desired "View" from the pop-up list at the bottom of the window.

Searching for an Existing View: Click the 'binoculars' symbol. Then, enter the name (or the first few characters + "*****"), and click **[Find]**.

Then, refer to the selection-descriptions for this screen while viewing or changing settings as desired.

To Copy an Entire View: Right-click, "Copy View"; right-click, "Add New View"; right-click, "Paste View". Then, change the name and other items as desired.

Visual Director ⇨Customize Views ⇨Camera-Views 🗀

- **[Add]:** Allows creating a new camera-view.
- **[Delete]:** Allows deleting an existing camera-view.

After Right-clicking an Existing Camera-View in the List

- **Add New Camera-View:** Allows creating a new camera-view (same as clicking the **[Add]** button).
- **Edit Camera-View:** Allows changing the name for a camera-view that was defined previously.
- **Delete Camera-View:** Allows deleting an existing camera-view.

Notice: This will disable the event-triggered camera display feature for any doors and input points that are using this camera-view.

Visual Director ⇨Customize Views ⇨Camera-Views ⇨[Add]

(or right-click one in the list and select "Edit Camera-View")

- **Name:** Enter a suitable name for the camera-view. This will pertain to your specific needs and preferences (e.g., Doors, Motion-Detectors, Sensors in Area X, Button ABC pressed, etc.).

If you Need to Delete a View: Right-click a blank area on the view, and select "Delete View".

- **View** (bottom of the form)**:** This allows selecting an existing 'View' (or select "New View" to set up a new one).

On This Form

- **Name:** This is a description for the displayed map/camera view;
- **Style:** This is a basic layout style for the displayed map/camera view (the centre of the screen will change per your selection);

Maps 🗀, Cameras 🗀, and Camera-Views 🗀

These 'tabs' show a list of the presently defined Maps and Cameras. Click-and-drag items to the desired location.

Tip: For items that have already been placed on the left, you can click the item to have it identified on the right. (Try it!)

To **remove** an item from a 'view', drag the item back into the list (or drag to item called "No Selection" to the item's location).

Notes: Each item can appear only **once** within a single view. The software will attempt to connect with cameras right-away.

Camera-views: These allow you to set where specific types of event-triggered camera images will appear (for each view that uses this feature). Each camera-view shows the last-triggered camera associated with it. Be sure to use additional camera-views for cameras that are to appear in different locations on-screen. (For more information, see step 3b.)

Step 3a: Place Items onto Maps (Doors, Sensors, etc.)

Customizing maps pertains to placing objects on specific **maps** to enable visual monitoring, and status/control features.

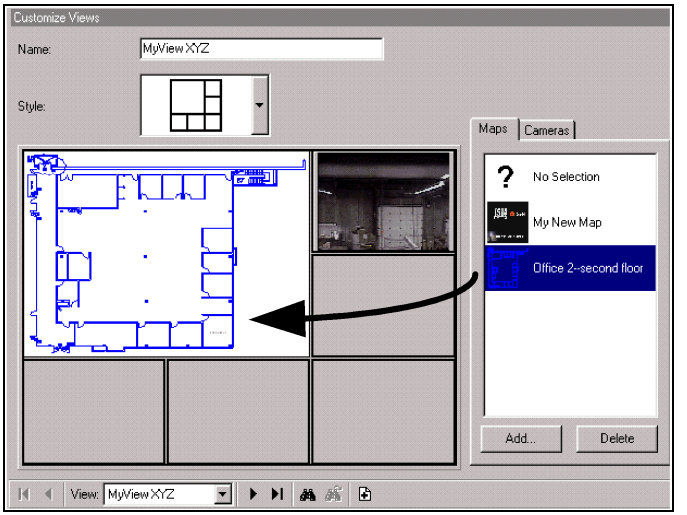
Attention: Items added to a specific map here will appear on that map in every 'view' that contains it. (To avoid this, you can copy a map and save it as a new one, or create new map(s) using the same image file. For details, see step 1a.)

Topic Locator:

MyTools Bar: **Customize Maps**, and (login with a user name & ID if needed).

In the Tree: Click your site/account button in the tree, open **Control & Status**, and **Panel Control & Status** (click the "**+**"), and login with your user ID and PIN if prompted for this. Then,

Visual Director ⇨Customize Views



select: "**Visual Director**" (click the "**+**"), ⇨**Customize Maps**.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Then, refer to the details for this screen while viewing or changing settings as desired.

This screen shows your selected view with its associated maps and cameras, along with the areas and devices that have been placed on each map (so far).

To select (or search for) a desired 'view', see step **2** (previous/above).

Navigating: You can enlarge (double-click), and zoom/scroll within maps as desired.

For details on: What the Device Icons mean, and how to scroll and zoom within a map, refer to:
"Moving Around and 'Zooming' in or Out" (under "Maps and Video (Visual Monitoring & Status/Control)", previous).

To position objects on a map: Drag the symbol for your desired item-type (upper left) to the desired location on each specific map. When you 'drop' the item in place, you'll be asked to select the specific area or device.

Creating a Link to a Camera or Another Map: The 'link' icon (arrow) allows linking to a camera or other map, and setting the location it will appear. When you drop the link icon in place, a form will appear showing defined maps and cameras, with a copy of the present view. To complete the link, drag the item to the desired location (or select the item, then the location). Then, click **[OK]**.

Removing an Item from a Map: Right-click the item, and select Delete from the pop-up menu.

Note: If the menu does not include a "Delete" selection, right-click the item again.

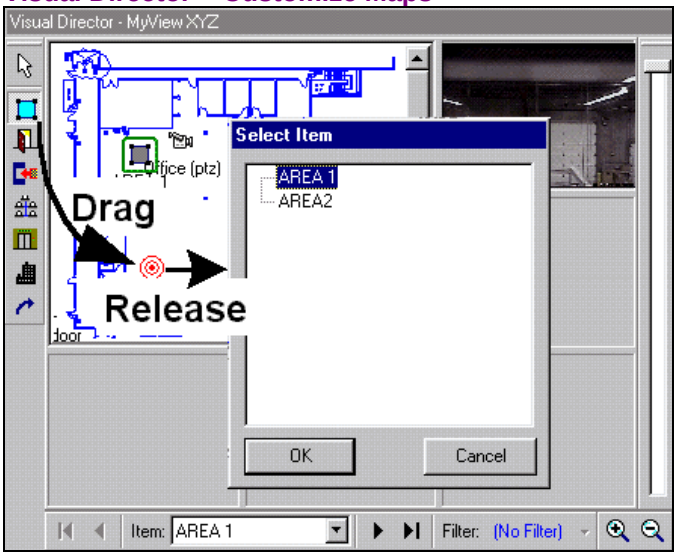
Step 3b: Set Up Event-Triggered Camera-Views

Doors and sensors on maps can be associated with a 'camera-view' to trigger a camera when selected events occur at the device (access denied, sensor tripped, etc.).

Notes: This feature pertains to individual 'views' (i.e., the map and 'camera-views' must be on the same 'View', and the camera images will be visible only when that 'view' is displayed. Conversely, "Advanced Camera Settings" (camera-view assignments) on a specific map will apply to ALL 'views' that contain the same map, though the camera(s) will be visible only for 'views' that contain the target 'camera-view'.

Panel Firmware: This feature requires panel firmware version 4.15 or 4.2 (where available) or newer.

Visual Director ⇨Customize Maps



Overview of Steps:

- Define maps (1a), cameras (1b), and camera-views (1c).
- Define view(s) and arrange the desired maps, cameras, and/or 'camera-views' therein (2).
- Place items such as doors and sensors (input points) onto the maps (3a).
- Set "Advanced Camera Settings" for each device that is to trigger a camera (to follow).

Topic Locator:

MyTools Bar: **Customize Maps**, and (login with a user name & ID if needed).

In the Tree: Click your site/account button in the tree, open **Control & Status**, and **Panel Control & Status** (click the "**+**"), and login with your user ID and PIN if prompted for this. Then, select: "**Visual Director**" (click the "**+**"), ⇨**Customize Maps**.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Then, right-click the item (door or sensor), and select **Advanced Camera Settings** from the pop-up menu.

Now, refer to the details for this screen while viewing or changing settings as desired.

- **Camera View:** A previously-defined placeholder that determines where the camera image will appear. (Each camera-view shows the last-triggered camera associated with it.)

  Exception: Camera-views close when you select a different 'view', or move to a different screen/topic.

  Note: For a camera-image that cannot be overwritten by another one, use : • A fixed camera (step 2); • A link to a fixed camera (step 3a), or; • Set up a 'camera-view' that will not be used with any other cameras (steps 1c & 3b).

On This Form

Door with two Readers: The following sections are available separately for each reader.

- **Activation:** Select the states/conditions that you wish to trigger the camera (e.g., alarm, trouble, access denied, etc.);

  Alarm: Forced entry, door held open too long, etc.
  Trouble: Door sensor circuit problems (e.g., cut or shorted wiring).

- **Camera:** Select the camera that is to be displayed when the selected event(s) occur at the specific door or sensor;

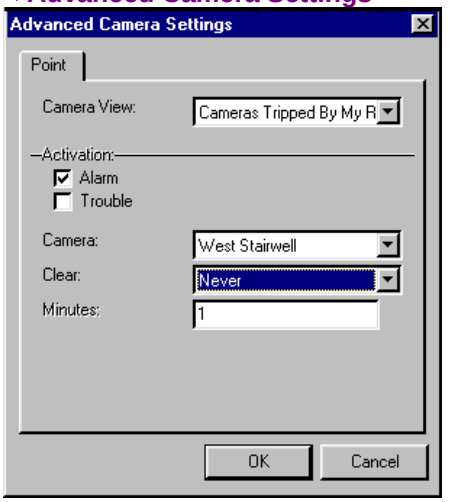
- **Clear:** Whether or not the camera image is to be closed/cleared automatically after a certain period of time;

  Never: The camera image will be left in place (until you select a different view, or select some other task).
  Timer: The camera image will remain only for the number of minutes that you select below (or until you select a different view, etc.).

- **Minutes:** With "Clear" set as "Timer", enter the number of minutes here (1 – 1440).

  Tip: 1440 minutes is one day (24 hours).

Visual Director ⇨Customize Maps ⇨(right-click an item) ⇨Advanced Camera Settings



Checking Status & Controlling Items

Introduction to Status & Control

The Status and Control Feature

Guardall Director can monitor the status of most system, area, and device aspects, and allows controlling the system on an area-by-area basis, or for individual doors or input points.

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To Connect: "New Installation? Try the Wizard

The status for individual items at specific site can be checked manually, as desired. As well, the status toolbar allows monitoring a desired account for various items (sirens, fire alarms, other alarms, and trouble conditions), and

provides a quick way to view the details for each item.

Items to be available under Control & Status depend on the authorities associated with the user ID and PIN entered when logging into "Control & Status". If you were not asked to enter a user ID and PIN, then one has been set up for automatic entry in your operator settings. For details, refer to the section on "Operators".

Status monitoring (either manually, or through the status toolbar), requires that the Guardall Director system be connected with the specific panel(s), and the specific devices must be communicating.

If an item is listed as 'Off-Line', this typically indicates either a communications problem, or a set-up error (such as an incorrect module/POD serial number).

If all items on a screen are grey in colour, this generally means that you are either not connected with the specific panel, or the applicable module is 'off-line' (not communicating).

Items changed through 'Control & Status' (such as unlocking a door, or locking-out cards, etc.) remain in effect until changed by another person or by a scheduled Configuration setting.

Connecting to the Associated Panel(s), An Overview:

1) See if you're already connected by checking the status bar at the bottom of the monitoring window.
Multi-**Account** systems: Ensure your desired account is selected (click **[Account Folders]** in the tree, and then double-click the specific account).

2) If **not** connected, check to ensure the communication software is running on the specific PCs.
Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".
Related Topic: Serial Port / Modem Setup (Communications Manager)

3) Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/OnLine**.

4) Click the **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu. Then, select the desired panel(s) (double-click to select), and set "Action" to "Normal", and "Frequency" to "Stay Connected" (✓). (Click **OK** when finished.)

5) Check that the connection is made, and watch for the panel updates to occur.
(Click the 'Panel Group', and look for the status on the right side of the screen.)

Note: Control & Status features will be available after the panel updates have finished (look for a connection state of 'Connected' and 'Idle State'.)

Also See (Related Topics):

+ "Panel Communications and Updates"

Accessing the Control and Status Topics for a Panel

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection as described previously/above.

Then, access your desired topic:

Using the MyTools Bar: Select the desired Control and Status topic from the MyTools bar (and login with your user ID and PIN if prompted for this).

Using the Tree: Click your site/account button in the tree, open **Control & Status**, and **Panel Control & Status** (click the "**+**"), and login with your user ID and PIN if prompted for this. Then, select your desired topic in the 'tree' (under "Panel Control & Status").

If 'Panel-Groups' and 'Panels' are Listed Under Control & Status: Select (open), your desired panel-group and panel if these are listed in the 'tree'. Tip: "Control & Status" (and configuration) topics can be set to display either as a single list, or on a panel-by-panel basis. (To change the view: Right-click "Control & Status", and select or deselect **Logical Tree View**). For more information, refer to "Other Desktop Choices".

Use the **Grid** / **Form** toolbar-button to select your preferred view-mode (**forms** view is generally recommended for Control & Status topics).

Then, refer to the topic associated with your desired Control & Status topic.

Note: If the status window appears blank, or unavailable (items are grey in colour), this means you are not connected with the specific panel or account. To initiate a connection, refer to "Connecting to the Associated Panel(s), An Overview" (previous/above).

Automatic Login: To set the 'login' to occur automatically for a specific operator, refer to the section on "Operators".

If "Cannot Log In to Control and Status due to a Conflict" appears: This means the same data may have been changed through the software and locally through a keypad. When an operator with configuration permissions accesses the 'configuration' topic for the mentioned item, they will be prompted to correct the conflict. For details, refer to "Correcting Communication / Update Errors".

Using the Status Toolbar

The Status Toolbar

The status toolbar allows monitoring for various items (sirens, fire alarms, other alarms, and trouble conditions), and provides a quick way to view the details for each item.

Multi-**Account** Systems: You can set the account to be monitored by the status toolbar (when each operator is logged in) by clicking **[Monitor]** on the far-right end of the toolbar. This can also be set in the screen for each operator. For details, refer to the section on "Operators".

The status toolbar is active only when the system is connected with the specific panel(s).

The status toolbar will remain active when the software is in lockout mode (operator/keyboard lockout). This allows continuous monitoring of an account while blocking access to other features.

For details on the lockout feature, refer to "Exiting, Logging Off, or Changing Operators".

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To connect: "New Installation? Try the Wizard"

Using the Status Toolbar

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

The Status Toolbar

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Multi-**Account** systems: To verify which account is being monitored by the status toolbar, click the button on the far-right end of the toolbar.

Then, refer to the selection-descriptions for this screen while selecting an item from the toolbar.

If the software is presently in 'lockout' mode (with only the status toolbar available), you'll be asked to login with your operator name and password when you click the toolbar.

Similarly, if you are not presently 'logged' into 'Control & Status', you'll be asked to enter your user ID and PIN.

- **Siren:** This button is shown in colour (and with a 'siren' sound) if any inputs set to trigger a 'siren' or 'sonalert' have been 'tripped' in an armed area (unless the alarm has been silenced). Clicking this button displays the Area status screen, allowing you to identify the alarm(s) quickly.
- **Fire:** This button is shown in colour if any "fire" inputs have been 'tripped' (e.g., by a smoke, fire, or CO detector). Clicking this button displays the Area status screen, allowing you to quickly identify the area(s) that may need to be evacuated.
- **Alarm:** This button is shown in colour if any input points (monitoring sensors) have been 'tripped' in an armed area. Clicking this button displays the Area status screen, allowing you to identify the alarm(s) quickly.
- **Trouble:** This button is shown in colour if any 'equipment' conditions are active (i.e., panel or module in trouble). Clicking this button displays the Equipment status screen, allowing you to locate the problem(s) quickly. If the 'trouble'

button is flashing, this indicates that an AC-failure is in effect at the panel.

- **Monitor:** This allows selecting the account to be monitored by the status toolbar (for the operator who is presently logged in).
  (If you change this, you can save your changes by opening the **View** menu, selecting **Desktop Settings**, and then **Save**).
  The toolbar is active only when the Guardall Director software is connected with the associated panel(s).
  This does **not** effect the account to be monitored in the monitoring window. (The monitoring window pertains to the account that is selected (double-clicked) in the 'tree.)

Selecting the Account to be Monitored by the Status Toolbar

For systems with multiple accounts, you can set the account to be monitored by the status toolbar (for each operator who is logged in):

Click **Monitor** on the far-right end of the toolbar (or open the **View** menu, and select **Change Monitor Account**). Then, select your desired account, and click **OK**.

When finished, save your changes by opening the **View** menu, selecting **Desktop Settings**, and then **Save**.

This does **not** effect the account to be monitored in the monitoring window. (The monitoring window pertains to the account that is selected (double-clicked) in the 'tree.)

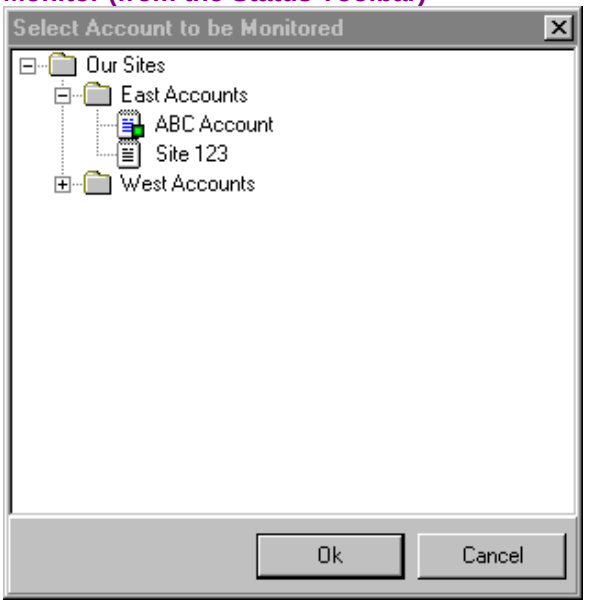
The status toolbar is active only when the Guardall Director software is connected with the associated panel(s).

(Account Folders and Accounts)

- The account to be monitored by the status toolbar (identified with a small green square).

Select the desired account, and click **OK**.

Monitor (from the Status Toolbar)



Miscellaneous Status Tasks

Panel Date and Time

Guardall Director lets you check the date and time stored at a system panel, compare it with that at the host computer, and adjust the panel's date / time to match the computer, if necessary.

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - System** from the MyTools bar, **or** select **System** under Control & Status in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, and **Panel Control & Status** (click the "**+**" beside each topic).

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

When the screen appears, use the **Grid** / **Form** toolbar-button to select your preferred view-mode (forms view is recommended here).

Multi-**Panel** Systems: Select the desired panel at the bottom of the form (if not shown/selected in the 'tree').

Checking or Changing the Date / Time

To 'read' the date and time from the panel, click **[Get Panel Time]**. Then, check the 'difference' value to see if the panel date and time need to be changed.

If you need to set the date and time at the panel to match the Guardall Director computer, click **[Set Panel Time with Server Time]**.

-Panel (bottom of the form)**:** This is where you select a desired panel (for systems with more than one).

Alternative: You can also set the 'tree' to list status topics on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

- **Panel Time Zone:** This shows the 'time zone' for the specific panel. If different from the PC/server time zone, any clock updates will be adjusted accordingly.

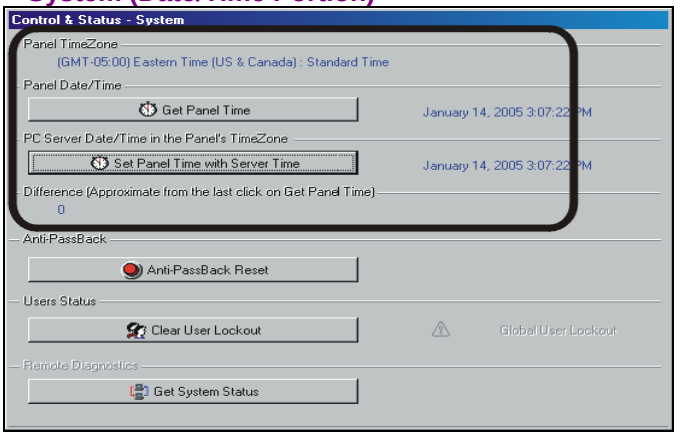
  This will be different from the PC/server time zone **only** for remote panels managed via modem or wide area network. The panel time zone is set through the panel-group screen. For details, refer to "Panel Groups and Connection Settings".

- **[Get Panel Time]:** Reads the date and time setting at the panel.
- **[Set Panel Time with Server Time]:** Changes the time at the panel to match the computer.

  Note: In multi-**PC** (client-server) systems, the panel time is synchronized with that of the Guardall Director server PC. Director-Server PC: This is the PC that includes "**...Director-Server.exe**", and typically contains the database as well.
- **Panel Date / Time:** The present date & time setting at the panel.
- **PC Server Date / Time:** The present date & time setting at the Guardall Director computer (server if applicable).
- **Difference (Approximate):** The approximate time-difference between the panel and the computer.

If necessary, you can set the date and time for the computer through the windows 'Control Panel' (select **Start**, **Settings**, **Control Panel**, and **Date/Time**). When finished, be sure to synchronize the panel clock (i.e., "**Set Panel Time...**").

Control & Status ⇨Panel Control & Status ⇨System (Date/Time Portion)



Resetting Users' Antipassback Status

Antipassback (APB): A feature that blocks individual cards from being used to:

+ Re-enter the same area, or;
+ Re-enter the facility from 'outside', and/or;
+ (Optional): Enter other areas;

…Unless they are recorded as exiting first--i.e., each person must use their card/token at every reader they encounter (that is set to "Detect Antipassback"). **Tip:** This helps to protect against unauthorized card usage.

Enabling the Antipassback Feature: To enable antipassback tracking for specific areas and doors, refer to the "Antipassback" selections under "Areas and Related Settings", and the "Detect Antipassback" selection under "Reader 1 & 2 Settings for a Door".

Antipassback Reset

From time-to-time, a person may be unable to enter a door due to an antipassback violation (such as if they entered or exited when the system unlocked a door for someone else).

This can be corrected by resetting the antipassback status for the specific user, or all users, as desired.

Reset APB Status by Area: You can also reset user antipassback status on an area-by-area basis. For details, refer to "Checking Status or Controlling Items by Area" (in a following section).

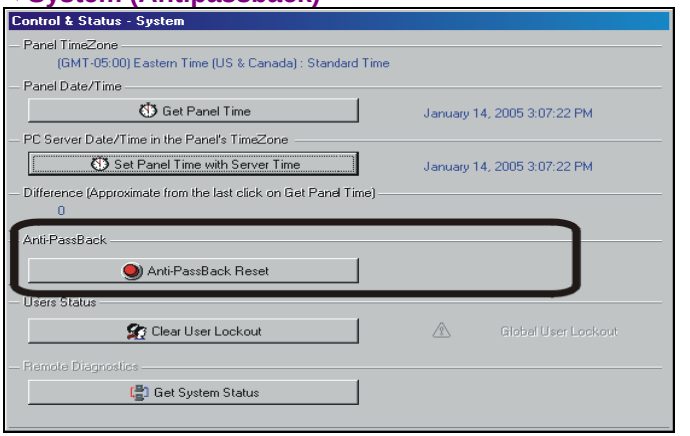
Resetting Antipassback Status

Initiate a connection with the panel(s), and access the "**System**" Control & Status topic as described previously/above.

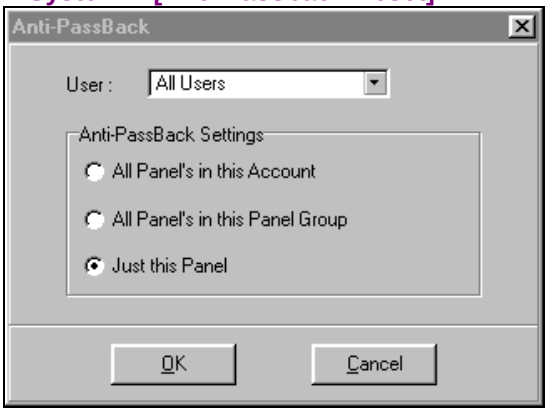
Multi-**Panel** Systems: Select the desired panel at the bottom of the form (if not shown/selected in the 'tree').

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Control & Status ⇨Panel Control & Status ⇨System (Antipassback)



Control & Status ⇨Panel Control & Status ⇨System ⇨[Anti-Passback Reset]



Then, click **[Anti-Passback Reset]**. In the next screen, select an individual user, or "All Users", and the panel(s) to be affected by the reset (i.e., the ones associated with the specific areas and doors).

When finished, click **OK**, and respond to any additional messages that appear.

-Panel (bottom of the form)**:** This is where you select a desired panel (for systems with more than one).

Alternative: You can also set the 'tree' to list status topics on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

Anti-Passback

- **[Anti-Passback Reset]:** This opens a small screen that allows resetting the antipassback status for a single user, or all users for doors associated with selected panel(s).

- **User:** This allows selecting a specific user, or "All Users" to have their antipassback status reset at the selected panel(s).

Anti-Passback Settings

These choices allow you to select the panels associated with the user APB status-reset (for systems that have more than one panel). (If you have only one panel, these settings all have the same effect.)

- **All Panels in this Account:** This will reset the antipassback status for all panels in your presently-selected account.

- **All Panels in this Panel Group:** This will reset the antipassback status for your selected panel, plus any others that communicate through the same cable or remote modem.

- **Just this Panel:** This will reset the antipassback status for your selected panel only.

Clearing a "Bad Card/PIN Global Lockout"

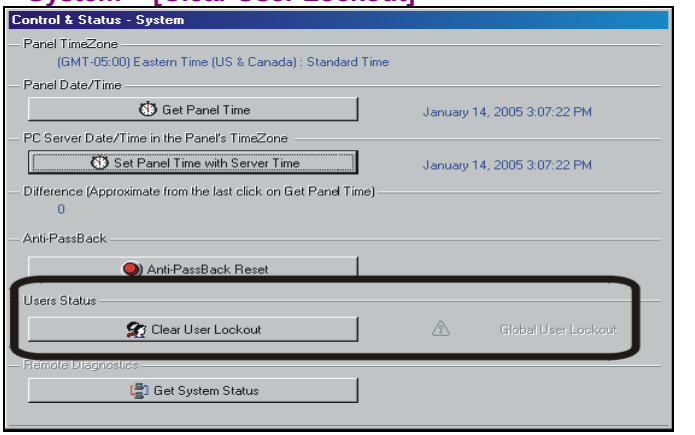
Global User Lockouts

The 'Bad Card/PIN' tracking feature helps to prevent unauthorized persons 'hacking' their way into a controlled area. All users can be locked out automatically if a lot of invalid cards and/or PINs are detected during a set time.

Related: • Account Information ⇨Bad Card/PIN🗀; • Configuration ⇨Areas ⇨Access🗀 ⇨"Bad Card Action"

The **[Clear User Lockout]** button allows clearing the lockout, so all authorized persons can enter as usual.

Control & Status ⇨Panel Control & Status ⇨System ⇨[Clear User Lockout]



Clearing a Global User Lockout

Initiate a connection with the panel(s), and access the "**System**" Control & Status topic as described previously/above.

Multi-**Panel** Systems: Select the desired panel at the bottom of the form (if not shown/selected in the 'tree').

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Then, click **[Clear User Lockout]**, and watch for the status indicator to change.

- **Panel** (bottom of the form)**:** This is where you select a desired panel (for systems with more than one).

  Alternative: You can also set the 'tree' to list status topics on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

User Status

- **[Clear User Lockout]:** This allows resetting a "Global User Lockout" triggered by the 'Bad Card/PIN' tacking feature.

- **Global User Lockout:** This shows whether or not a 'Global User Lockout' is presently in effect.

  Related: • Account Information ⇨Bad Card/PIN🗀

Checking System Status (Remote Diagnostics)

Remote Diagnostics

This feature allows you to check the status of a number of hardware and communications aspects of a panel.

Attention: This feature is supported for xL panels only (narrow rectangular mainboard).

Tip: You can also run reports based on previous status/diagnostic sessions.

Related: ⇨Reports, ⇨Panel Diagnostic

📖 Reporting on Panel Diagnostics

Running Remote Diagnostics

Initiate a connection with the panel(s), and access the "**System**" Control & Status topic as described previously/above.

Multi-**Panel** Systems: Select the desired panel at the bottom of the form (if not shown/selected in the 'tree').

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (<<).

Then, click **[Get System Status]**, and watch for a small screen to appear showing status details.

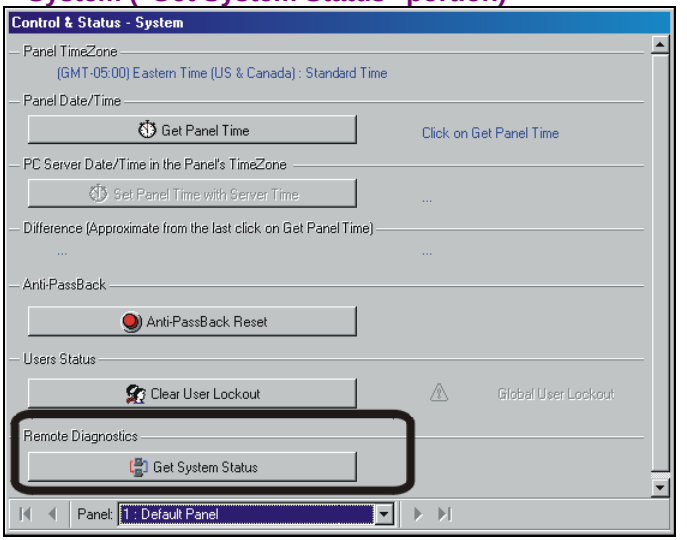
- **Panel** (bottom of the form)**:** This is where you select a desired panel (for systems with more than one).

  Tip: "Control & Status" (and configuration) topics can be set to display either as a single list, or on a panel-by-panel basis. (To change the view: Right-click "Control & Status", and select or deselect Logical Tree View). For more information, refer to "Other Desktop Choices".

Remote Diagnostics

- **[Get System Status]:** This shows a progress bar while collecting data, and then opens a small screen showing various status items for the specific panel.

Control & Status ⇨Panel Control & Status ⇨System ("Get System Status" portion)

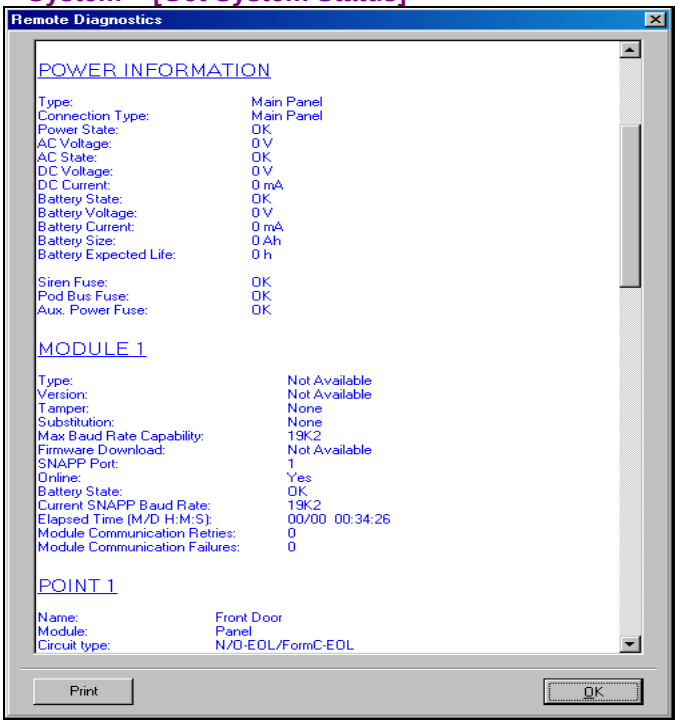

Control & Status - System
Panel TimeZone
(GMT-05:00) Eastern Time (US & Canada) : Standard Time
Panel Date/Time
Get Panel Time
Click on Get Panel Time
PC Server Date/Time in the Panel's TimeZone
Set Panel Time with Server Time
Difference (Approximate from the last click on Get Panel Time)
Anti-PassBack
Anti-PassBack Reset
Users Status
Clear User Lockout
Global User Lockout
Remote Diagnostics
Get System Status
Panel: 1 : Default Panel

- **On This Screen:** This shows various physical status aspects for the specific panel.
- **[Print]:** This allows printing the on-screen diagnostic data.

  Tip: A print-setup screen will appear—allowing you to select a printer, and set up the print-job as desired.
- **[OK]:** This saves the on-screen data (internally), and closes the Remote Diagnostics screen.

  Tip: You can also run reports based on previous status/diagnostic sessions.
  Related: ⇨Reports, ⇨Panel Diagnostic
  🕮 Reporting on Panel Diagnostics
  Note: The Director software retains 24 months worth of diagnostics sessions, or the last 100—whichever is **greater**.

Control & Status ⇨Panel Control & Status ⇨System ⇨[Get System Status]



Checking the Status of Panels (Equipment)

Panel Status (Equipment)

Conditions Monitored for Each Panel

Various conditions (such as low battery, tampering, etc.) can be monitored for each panel. This helps to maintain the integrity of each system panel.

Also See: Control & Status, ⇨Panel Control & Status, ⇨System, ⇨Power
🕮 Checking Power Levels

Items to be Monitored: To set the conditions to be monitored for a panel, refer to "Equipment Settings (Pseudo / Internal Inputs)".

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Equipment** from the MyTools bar, **or** select **Equipment** under "Control & Status: System" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, **Panel Control & Status**, and **System** (click the "**+**" beside each topic).

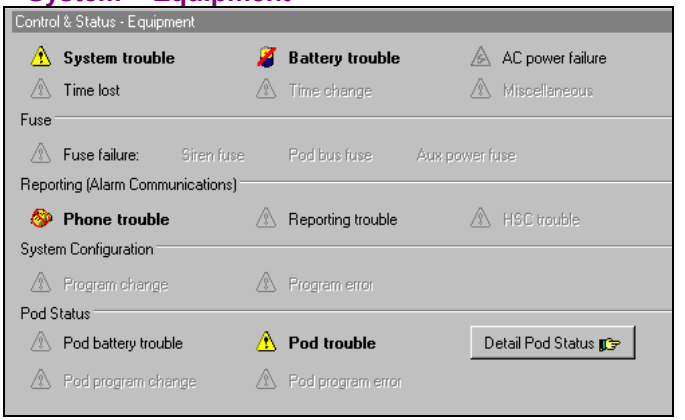
Alternative: You can also click **Trouble** on the status toolbar.

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Control & Status ⇨Panel Control & Status ⇨System ⇨Equipment



Working with This Screen

When the status screen appears, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: All equipment topics on a graphical screen;
Grid View: A list of monitored equipment topics.

Multi-**Panel** Systems: Select the desired panel at the bottom of the form (if not shown/selected in the 'tree').

Then, refer to the selection-descriptions for this screen while viewing the available status information.

Tip: Any alarm conditions that are in effect will be shown in colour. **Be sure to dispatch someone to deal with any conditions that require attention**.

Individual items that are grey in colour are not presently being monitored by the system.

To block the monitoring of a specific condition: Go to "Configuration⇨System⇨Equipment" for the specific panel, and set the "Preprocess" for the desired item to "Undefined". For details, refer to "Equipment Settings (Pseudo/Internal Inputs)".

- **Panel** (bottom of the form)**:** This is where you select a desired panel (for systems with more than one).

  Alternative: You can also set the 'tree' to list status topics on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

- **(top of screen):** Status of various items pertaining to a specific account or site.
- **Fuse:** Whether any of the fuses on this system panel has failed.
- **Reporting (Alarm Communications):** Status of communications links (phone and high-security HSC line), and whether or not this has affected an alarm transmission.
- **System Configuration:** Panel programming issues/errors.
- **Module Status:** Items pertaining to an expansion module (door controller, point expansion module, etc.).
- **[Detail Module Status]:** Jumps to the module/POD status window (grid-view), so you can quickly locate the device that is in trouble.

Checking Power Levels

(≥V4.4)

System Power Status

The power status screen allows you to check the status of various items pertaining to mains input voltage, battery life remaining, etc.

Note: Some features are supported only by xL panels. Unsupported items will be shown as zero (0).

Also See: Control & Status, ⇨Panel Control & Status, ⇨System, ⇨Equipment

📖 Checking the Status of Panels (Equipment)

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (<<).

Then, select **Control & Status - Power** from the MyTools bar, **or** select **Power** under "Control & Status: System" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, **Panel Control & Status**, and **System** (click the "**+**" beside each topic).

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. **Tip:** "Control & Status" (and configuration) topics can be set to display either as a single list, or on a panel-by-panel basis.
(To change the view: Right-click "Control & Status", and select or deselect Logical Tree View). For more information, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (<<).

Working with This Screen

When the status screen appears, use scroll bar at the bottom to view all items listed.

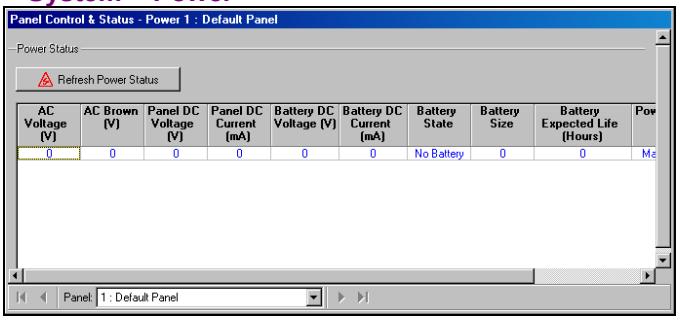
Form/Grid Views: This screen uses a custom grid view, and the Form/Grid button will be disabled.

Multi-**Panel** Systems: Select the desired panel at the bottom of the form (if not shown/selected in the 'tree').

Then, refer to the selection-descriptions for this screen while viewing the available status information.

Tip: Be sure to dispatch someone to deal with any conditions that require attention.

Control & Status ⇨Panel Control & Status ⇨System ⇨Power



-Panel (bottom of the form)**:** This is where you select a desired panel (for systems with more than one).

Tip: "Control & Status" (and configuration) topics can be set to display either as a single list, or on a panel-by-panel basis.
(To change the view: Right-click "Control & Status", and select or deselect Logical Tree View). For more information, refer to "Other Desktop Choices".

On This Screen

Power Status

- **[Refresh Power Status]:** Click this to refresh the data onscreen.
- **(Columns of Data):** This screen shows the status of various items pertaining to mains input voltage, battery life remaining, etc.

  Note: Some features are supported only by xL panels. Unsupported items will be shown as zero (0).

Checking the Status of Modules

Module Status

The module status screen shows the status of various items pertaining to each system module (keypad, door controller, etc.).

Also See (Related Topics):

+ Checking the Status of Panels (Equipment)
+ Checking Power Levels

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Modules** from the MyTools bar, **or** select **Modules** in the 'tree' under "Control & Status: System: Equipment".

Using the Tree: Click your site/account button in the tree, and then open these branches by clicking the "**+**" beside each topic: • **Control & Status**, • **Panel Control & Status**, • **System**, • **Equipment**.

Alternative: You can also select **[Detail Module Status]** in the equipment status screen.

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Working with This Screen

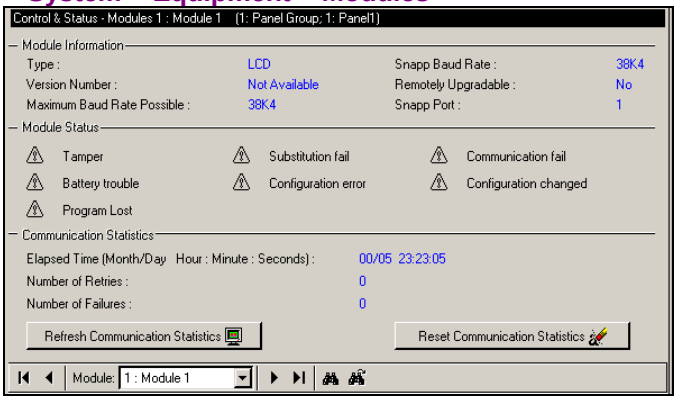
Use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Details for one module at a time;
Grid View: All modules in a list.

Select a desired module in the list.

Tip: In 'forms' view, you can select a module at the bottom of the form, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*).

Control & Status ⇨Panel Control & Status ⇨System ⇨Equipment ⇨Modules


Control & Status - Modules 1 : Module 1 (1: Panel Group; 1: Panel1)
Module Information
Type : LCD
Version Number : Not Available
Maximum Baud Rate Possible : 38K4
Snapp Baud Rate : 38K4
Remotely Upgradable : No
Snapp Port : 1
Module Status
Tamper
Substitution fail
Communication fail
Battery trouble
Configuration error
Configuration changed
Program Lost
Communication Statistics
Elapsed Time (Month/Day Hour : Minute : Seconds) : 00/05 23:23:05
Number of Retries : 0
Number of Failures : 0
Refresh Communication Statistics
Reset Communication Statistics
Module: 1 : Module 1

Then, refer to the selection-descriptions for this screen while viewing the available status information.

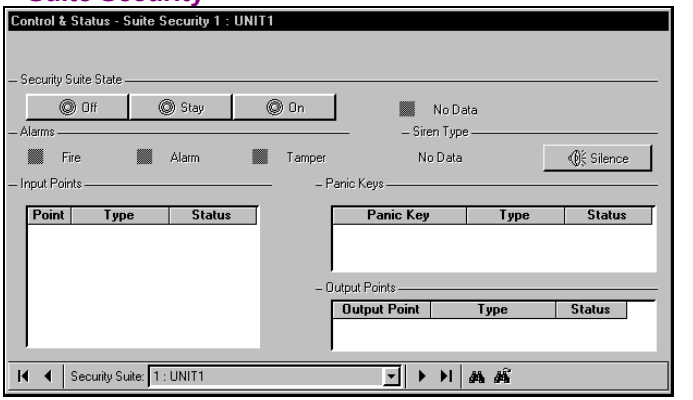
Tip: Any alarm conditions that are in effect will be shown in colour. Be sure to dispatch someone to deal with any conditions that require attention.

- **Module** (bottom of the form)**:** This is where you select a module to view its status. This area shows a reference number assigned by the system, plus the name/description of the module as defined under 'Configuration'.
- **Module Information:** Information pertaining to the selected module (version number, maximum and present baud rate, etc.).
- **Module Status:** Various status topics for the selected module.
- **Communication Statistics:** This shows information pertaining to the module bus communications success rate with this device over a period of time.
- **[Refresh Communication Statistics]:** This updates the screen (i.e., rechecks communications statistics).
- **[Reset Communication Statistics]:** This restarts the counters ('i.e., resets the statistics values to zero).

Checking Status or Controlling a Suite Security System

Status of an Apartment/Suite or Facility

Control & Status ⇨Panel Control & Status ⇨Suite Security



The 'Suite Security' status screen shows the status of various items pertaining to each apartment or facility associated with a suite-security keypad, and allows silencing a suite keypad alarm, or changing a suite/facility arming level (≥V4.31).

Note: Since each keypad typically pertains to a separate, privately-owned dwelling, any arming changes should typically be coordinated with the occupant.

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To connect: "New Installation? Try the Wizard"

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Suite Security** from the MyTools bar, **or** select **Suite Security** under "Control & Status" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, and **Panel Control & Status** (click the "**+**" beside each topic).

Login with your user ID and PIN if prompted for this.

Diagnostics Screen: A second screen is available as **Control & Status - Suite Security Diagnostics** in the MyTools bar, or **Diagnostics** under "Suite Security " in the 'tree'.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip:

The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Working with These Screens

Use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Details for one suite/facility at a time;
Grid View: All defined suites in a list.

Select a desired suite-security keypad in the list.

Tip: In 'forms' view, you can select a suite-security keypad at the bottom of the form, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*)

Then, refer to the selection-descriptions for this screen while viewing the status topics for the desired suite(s).

Tip: Active status items and available buttons are displayed in colour. **Be sure to dispatch someone to deal with any conditions that require attention**.

- **Security Suite State** (**[Off]**, **[Stay]**, and **[On]**)**:** These buttons show (and allow changing) the arming level of the suite/facility: Off (Disarmed); Stay: (Perimeter Armed); or ON (Fully armed).

Notes: Since each keypad typically pertains to a separate, privately-owned dwelling, any arming changes should typically be coordinated with the occupant. Prior to v4.31, these buttons were 'display-only'. This feature requires panel firmware ≥4.25, and 'Panel Control & Status' operator permission.

- **Alarms:** This area shows any alarms for the suite/facility (fire, tripped sensors, or someone tampering with the keypad). The "Siren Type" is indicated as well (None, Sonalert, Siren, or Fire).

- **[Silence]** (≥V4.31)**:** This allows silencing an alarm for a selected keypad/suite.

- **Input Points:** This area lists the suite security keypad's input points, and shows the status of each one (i.e., whether or not each sensor has been 'tripped').

  Note: The number of input points supported depends on the type of suit security keypad installed.

- **Panic Keys:** This area lists the suite security keypad's panic keys, and shows the status of each one (i.e., whether or not any panic keys have been pressed).

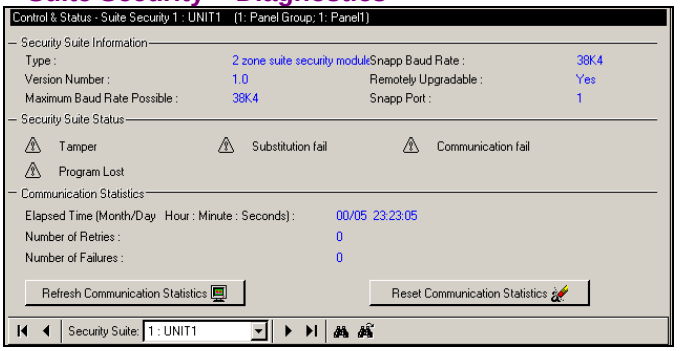
  Note: The number of panic keys supported depends on the type of suit security keypad installed. For example, 2-zone keypads support panic key #1 only (triggered by pressing **#** and *****).

- **Output Points:** This area lists the suite security keypad's outputs, and shows the status of each one (i.e., whether or not any of the outputs have been fired).

  Note: The number of programmable output points supported depends on the type of suit security keypad installed.

- **Security Suite** (bottom of form)**:** This is where you select a suite security keypad to view diagnostic information. This area shows a reference number assigned by the system, plus the name/description of the suite/facility as defined under 'Configuration'.
- **Security Suite Information:** Information pertaining to the selected suite (version number, maximum and present baud rate, etc.).

Control & Status ⇨Panel Control & Status ⇨Suite Security ⇨Diagnostics


Control & Status - Suite Security 1 : UNIT1 (1: Panel Group, 1: Panel1)
Security Suite Information
Type : 2 zone suite security module
Version Number : 1.0
Maximum Baud Rate Possible : 38K4
Snapp Baud Rate : 38K4
Remotely Upgradable : Yes
Snapp Port : 1
Security Suite Status
Tamper
Substitution fail
Communication fail
Program Lost
Communication Statistics
Elapsed Time (Month/Day Hour : Minute : Seconds) : 00/05 23:23:05
Number of Retries : 0
Number of Failures : 0
Refresh Communication Statistics
Reset Communication Statistics
Security Suite: 1 : UNIT1

- **Security Suite Status:** Various status topics for the selected keypad.
- **Communication Statistics:** This shows information pertaining to the module bus communications success rate with this device over a period of time.
- **[Refresh Communication Statistics]:** This updates the screen (i.e., rechecks communications statistics).
- **[Reset Communication Statistics]:** This restarts the counters ('i.e., resets the statistics values to zero).

Checking Status or Controlling Items by Area

"Area Users" Screen: A second screen is available as Control & Status - Area Users in the MyTools bar, or Area Users under "Areas " in the 'tree'. This pertains to the presence of user activity, the number of users in an area (user count), and resetting APB tracking for an area. Related Topic: Area Users (to follow).

Control & Status by Area

The area status screen shows the status of items associated with each system 'Area', and allows controlling many things (arm or disarm an area, unlock doors, etc.)

Permissions/Authorities: This feature can be used by operators with "Control and Status" permission, when

they log into 'Control & Status' as a **user** with the authority to perform the specific tasks.

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To connect: "New Installation? Try the Wizard"

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Areas** from the MyTools bar, **or** select **Areas** under "Control & Status" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, and **Panel Control & Status** (click the "**+**" beside each topic).

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Viewing the Status of an Area

Use the **Grid** / **Form** toolbar-button to select your preferred view-mode ('forms' view is recommended here).

Select a desired Area in the list.

Tip: In 'forms' view, you can select an item at the bottom of the form, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*****).

Then, refer to the selection-descriptions for this screen while viewing the status topics for items in the desired area.

Silencing Alarms: You can use the **[Silence]** button to silence an alarm that is presently in effect (if you have this authority).

Tip: Active status items and available buttons are displayed in colour, and door and input-point alarms are shown in **red** at the bottom of the form. **Be sure to dispatch someone to deal with any conditions that require attention**.

Arming or Disarming an Area

While 'in' the area status screen, you can change the 'arming level' of a desired area by:

- Selecting the desired area, and;
- Clicking **[Off]**, **[Stay]**, or **[On]**, as applicable (and wait briefly for the change to occur).

Arming Wizard: If the area has an open door, or input point that is 'in alarm', you will be prompted to deal with this before finishing the area arming-change.

Bypassing a Sensor: For details on bypassing a sensor (input-point), refer to "Checking Status or Bypassing Input Points (Sensors)".

Areas can be set to disarm to either 'Off' or 'Stay' automatically when a user/entrant is granted access at a door in that area. This is set up jointly under "Areas and Related Settings", and "Authorities for Users/Entrants".

Extending / Suspending an Area Schedule

You can suspend an area's schedule, or set/delay the closing time (Worklate) when necessary. To suspend or resume the schedule, select the desired Area, and click **[Suspend]** or **[Resume]** as applicable. To adjust the closing time, click **[Worklate]**, set the closing time as desired, and click **OK**.

Tip: To adjust the time in 30 min. increments, use '**<**' or '**>**' respectively. For 1 hour adjustments, use '**<<**' or '**>>**'.

For more permanent changes, you can adjust the schedule itself, and/or change assignments for the specific area.

For details, refer to "Schedules for User Access and Area Automation", and "Areas and Related settings".

Controlling all Doors in a Specific Area

Tip: Reader commands pertain to the readers that allow entering the selected area.

- Ensure you are in the 'Forms' view (click **Form** on the toolbar);
- Select the desired area (bottom of window);
- Use one of the four buttons in the centre of the screen to select your desired action.
  Refer to the selection-descriptions if you'd like more information. (And wait while the changes take effect).

Elevator Readers: These commands do **not** apply to readers in elevator (lift) cabs. To control an elevator and/or its associated reader, refer to "Checking Status or Controlling Elevators".

Controlling a Door in a Specific Area

- Ensure you are in the 'Forms' view (click **Form** on the toolbar);
- Select the desired "Area" (bottom of window), and locate the specific door in the list;
- Find your desired door in the list near the bottom left corner of the screen. Then, click the small button in the 'state' column for the door, and select from the list that appears. (Wait briefly for any changes to take effect).

If the button is not present, this means you do not have 'Door Control' authority. If card-access is presently 'locked-out', you may need to use an 'area-wide' command to reinstate card-access before the door can be unlocked. Locking-out cards automatically causes the door to lock.

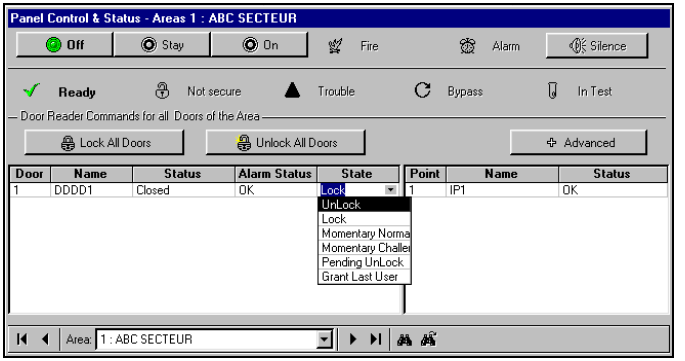
Doors can be set to unlock and re-lock at certain times and/or in-sync with the arming state for the associated area. For details, refer to "Areas and Related Settings", and "Doors, Readers, and Related Settings".

Bypassing an Input Point in a Specific Area

To bypass an input point in a specific area, allowing the area to be armed, or remove a 'bypass', allowing the sensor to be monitored:

- Ensure you are in the 'Forms' view (click **Form** on the toolbar);

Control & Status ⇨Panel Control & Status ⇨Areas



- Select the desired area (bottom of window), and locate the specific input-point in the list;
- Click the small button on the right of the input-point status, and select from the list that appears. (Wait briefly for the change to take effect).

If the button is not present, this means either that the input-point is not of a 'bypassable' type, or you do not the authority to bypass input-points.

A user's authorities can be set to automatically remove any 'bypasses' that are in effect when they enter an area (to help ensure that any faulty sensors are not forgotten). For details, refer to the "Auto Remove Bypass" setting under "Authorities for Users/Entrants".

- **Area** (bottom of form)**:** This is where you select an area to view its status or control items. This shows a reference number assigned by the system, plus the name/description of the area as defined under 'Configuration'.
- **[Off]**, **[Stay]**, and **[On]:** These buttons indicate the present arming-level of the area, and allow arming/disarming an area as desired (if you have this authority). **Note:** If an item is in 'alarm' or 'trouble', this should be corrected before you proceed. (The system will typically prompt you to deal with the situation).
- **Fire / Alarm:** Whether or not any fire-type inputs and/or other inputs in the area have been 'tripped'.

  [Silence]: This allows silencing alarms that are in effect as desired—if you have this authority.
- **Ready, etc.:** Various misc. status aspects for the specific area (if the area is ready to be armed, or if doors are open, etc.).

- **Schedule-Related Items** (visible only for a scheduled area)**:** This shows schedule-related status topics, and provides buttons to set/delay the closing time **[Work Late]**, or **[Suspend]** (or Resume) the schedule (if you have the authority).
- **Door Reader Commands for all Doors of the Area** (3 buttons across the middle)**:** Allows controlling **all** doors in the selected area (if you have the authority).

  [Lock All Doors]: This locks / re-locks all doors pertaining to the selected area (i.e., all doors with one of its readers set to this area);

  [Unlock All Doors]: This unlocks all doors pertaining to the selected area (i.e., all doors with one of its readers set to this area);

  [Advanced]: This button provides access to additional reader/door commands. Selections include unlock/relock the doors, lockout or reinstate card access, and/or change various modes at the doors.

  "Momentary" pertains to the defined "Unlock Duration" (such as when a person uses their access card), and "Pending" means the command will be held until after one valid user gains entry at the door.

  Reader commands pertain to all readers that allow entering (or remaining within) the specific area. Readers that allow exiting from the area will be set to either a different area, or "outside".

  For details on the various reader modes, card modes, and class map settings, refer to "Doors, Readers, and Related Settings".

  Elevator Readers: These commands do **not** apply to readers in elevator (lift) cabs. To control an elevator and/or its associated reader, refer to "Checking Status or Controlling Elevators".
- **Door List:** Shows the status of doors in the area, and provides selections for unlocking or relocking individual doors (if you have the authority).

  Pending Unlock: This is an "unlock" that waits until someone gains entry at the specific door.
- **Input Point List:** Shows the status of input points (sensors) in the area, and allows bypassing individual sensors in each area (for points that support this, and if you have the authority).

The Door-List and Input-Point List are available only in 'forms' view (click **Form** on the toolbar to switch to 'forms' view).

Area Users (Activity, User Count, and APB-Reset)

Control & Status - Area Users

The "Area Users" screen shows / allows:

- Whether or not activity has occurred in the area.
  (This is based on users entering or leaving the area, and/or a custom 'Activity Monitor' input point being tripped.)
- The number of users presently in the area;
- Whether or not the area is full (i.e., contains the 'allowed' number of persons/vehicles).
- Allows resetting the 'user-count' as desired (to min/empty, max. allowed, or any custom value);
- Allows resetting the antipassback (APB) status for all users in an area (see next section).

Note: To be available here, the 'user-counting' and 'activity tracking' features must have been set up for the specific area(s).
Ref: "Configuration ⇨Areas" (Counting🗀; Activity🗀).

Working with this Screen

- Ensure you are connected with the specific panel(s) as described previously.
- Open the **Area Users** screen:
  MyTools Bar: **Control & Status - Area Users**
  Tree: Control & Status, ⇨Panel Control & Status, ⇨Areas, ⇨**Area Users**
- Use the **Grid** / **Form** toolbar-button to select your preferred view-mode;
- Refer to the selection-descriptions for this screen while viewing the status topics for items in the desired area.

- **Area** (bottom of form)**:** This is where you select an area to view its status or control items. This shows a reference number assigned by the system, plus the name/description of the area as defined under 'Configuration'.

Status

- **Activity in Area:** Whether or activity has occurred in the specific area. (This is based on users entering or leaving the area, and/or a custom 'Activity Monitor' input point being tripped.)
- **User Count:** This is the number of users (or vehicles) in the area (based on access granted in to and out of the area).

  Full: Whether or not the area contains the allowed number of users/vehicles.
- **[Reset User Count]:** This allows resetting this area's user-count as desired. (Details to follow / below.)

Anti-Passback

- **[APB Reset]:** This allows resetting the antipassback status pertaining to the selected area, for **all** users. (Details to follow / below.)

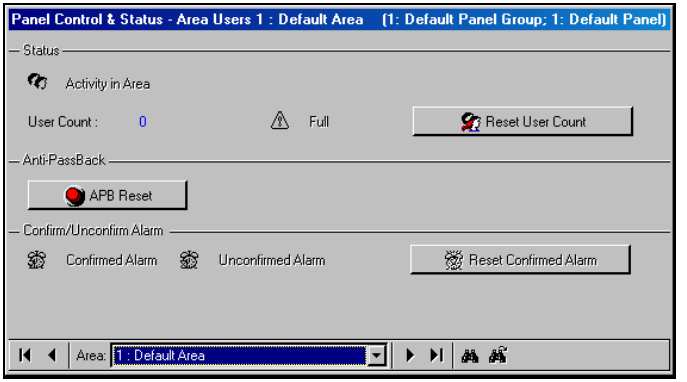
Confirm/Unconfirm Alarm

(UK/ACPO Panel Mode)

- **Confirmed Alarm:** This indicates if there are any confirmed alarms in the selected area;
- **Unconfirmed Alarm:** This indicates if there are any uncomfirmed alarms in the selected area;
- **[Reset Confirmed Alarm]:** This allows resetting all confirmed alarms in the selected area.

  Notice: The UK ACPO standard includes strict requirements regarding confirmed vs. unconfirmed alarms, and resetting alarms. Interested parties are expected to be familiar with such details. Installation requirements can be found in a UK/ACPO appendix of the advanced installation guide for your specific panel(s).

Control & Status ⇨Panel Control & Status ⇨Areas ⇨Area Users



Resetting the User-Count for an Area

For areas set to 'count' the number of users that are present, you may need to reset the 'user-count' on a periodic basis (e.g., to correct for things such as users entering and/or exiting when someone else opens the door).

Related Topic: "Configuration ⇨Areas ⇨Counting".

To reset the 'user-count' for an area:

- Ensure you are connected with the specific panel(s) as described previously.
- Open the **Area Users** screen:
  MyTools Bar: **Control & Status - Area Users**
  Tree: Control & Status, ⇨Panel Control & Status, ⇨Areas, ⇨**Area Users**
- Access the "Reset User Count" feature for an area:
  Forms View: Select the desired area at the bottom of window, and then click **[Reset User Count]**.
  Grid View: Locate your desired area in the list, and click **[...]** under "User Count".
- Refer to the item-descriptions for this screen while making your selection.

- **Reset Count to Zero:** This resets the area user-count to zero (regardless of what the present 'minimum' value is);
- **Reset Count to Minimum:** This resets the area user-count to the present 'minimum' value (as shown in blue). This is the maximum number of users that can be in the area for it to still be considered 'empty';
- **Reset Count to Maximum:** This resets the area user-count to the present 'maximum' value (as shown in blue). This is the number of users needed for the area to be considered 'full';
- **Reset Count to:** This allows resetting the user-count to any value between the 'minimum' and 'maximum' values shown in blue.

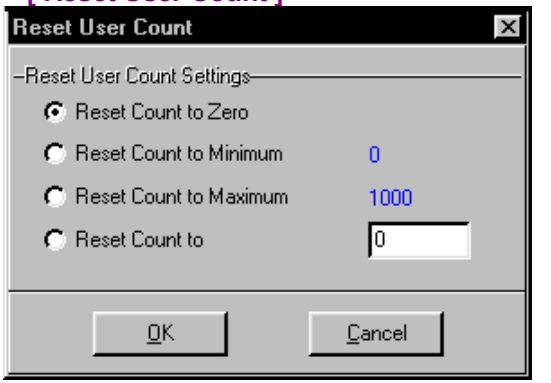
Resetting the Antipassback Status for Users in a Specific Area

From time-to-time, persons may be unable to enter an area due to an antipassback violation (such as if they entered or exited when the system unlocked a door for someone else).

This can be corrected by resetting the antipassback status for a specific area.

- Ensure you are connected with the specific panel(s) as described previously.
- Open the **Area Users** screen:
  MyTools Bar: **Control & Status - Area Users**
  Tree: Control & Status, ⇨Panel Control & Status, ⇨Areas, ⇨**Area Users**
- Access the "APB Reset" feature for an area:
  Forms View: Select the desired area at the bottom of window, and then click **[APB Reset]**.
  Grid View: Locate your desired area in the list, and click **[...]** under "Anti-Passback Reset".
- Respond to any additional messages that appear.

Control & Status ⇨Panel Control & Status ⇨Areas ⇨Area Users ⇨[Reset User Count]



Control & Status ⇨Panel Control & Status ⇨Areas ⇨Area Users ⇨[APB Reset]

Antipassback (APB): A feature that blocks individual cards from being used to:

+ Re-enter the same area, or;
+ Re-enter the facility from 'outside', and/or;
+ (Optional): Enter other areas;

...Unless they are recorded as exiting first--i.e., each person must use their card/token at every reader they encounter (that is set to "Detect Antipassback"). **Tip:** This helps to protect against unauthorized card usage.

Resetting APB Status for an **Individual** and/or **System-Wide**: You can also reset the antipassback status for an individual and/or for all areas associated with selected panel(s). For details, refer to "Resetting Users' A`Status" (previous).

Enabling the Antipassback Feature: To enable antipassback tracking for specific areas and doors, refer to the "Antipassback" selections under "Areas and Related Settings", and the "Detect Antipassback" selection under "Reader 1 & 2 Settings for a Door".

Checking User In/Out Status

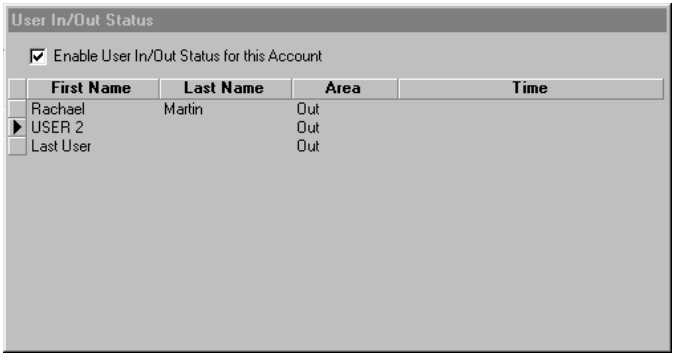
User In/Out Status

Beginning with v4.2, Guardall Director can show the In/Out status for all users in an account.

This feature operates in 'real-time', showing the new area and time whenever a person is granted access (for panels that are presently communicating with the Guardall Director software).

Note: This feature requires entry and exit readers on all doors used to enter and exit from the facility, and every person must use their access card/token when entering or leaving the building. Persons last reported as 'In', but with no card activity for 24 hours will be set as 'Out'.

Control & Status ⇨User In/Out Status



Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - User In/Out Status** from the MyTools bar, **or** click your site/account button in the tree, 'open' **Control & Status** (click the "+"), and select **User In/Out Status** .

Multi-Account Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Note: This feature uses a custom 'view', with the Form/Grid toggle feature disabled.

Working with This Screen

Refer to the selection-descriptions for this screen while viewing the available status information.

Tip: To sort the list by name, area, or time, click the desired column name.

Note: Especially with area or time, be sure to sort the list fairly often to update the sort-order. (The data is live, the sorting is not.)

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

In/Out Status Tracking: This feature requires "User In/Out Status Tracking" to be enabled.

Related Setting: *YourAccount*, ⇨Account Information, ⇨Setup (tab), ⇨**"Enable User In/Out Status for this Account"**

Notes: This feature operates in 'real-time', updating each time a person uses their card to gain entry through a door or gate. The screen may take a little while to activate/update.

- **(List of Users):** Once enabled, the main part of this screen shows a list of the users for this account that are inside the facility. The list will include each person's first name, last name, the last area they entered, and the time of entry.

  Tip: To sort the list by name, area, or time, click the desired column name. Especially with area or time, be sure to sort the list fairly often to update the sort-order. (The data is live, the sorting is not.)

Checking Status or Controlling Individual Doors

Door Status and Control

The door status screen shows the status of doors in the system, and allows controlling various parameters for each door (unlock a door, change operating characteristics, etc.)

Elevator Readers: Door control does **not** apply to readers in elevator (lift) cabs. To control an elevator and/or its associated reader, refer to "Checking Status or Controlling Elevators".

Permissions/Authorities: This feature can be used by operators with "Control and Status" permission, when they log into 'Control & Status' as a **user** with the authority to control the specific items.

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To connect: "New Installation? Try the Wizard"

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Doors** from the MyTools bar, **or** select **Doors** under "Control & Status" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, and **Panel Control & Status** (click the "**+**" beside each topic).

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Viewing the Status of Specific Doors

Use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Details for one door at a time;
Grid View: All defined doors in a list.

Now, select a desired door in the list.

Tip: In 'forms' view, you can select an item at the bottom of the form, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*****).

Then, refer to the selection-descriptions for this screen while viewing the status topics for the desired door(s).

Tip: Active status items, and available buttons are displayed in colour. **Be sure to dispatch someone to deal with any conditions that require attention**.

Controlling a Specific Reader or Door

To unlock or re-lock a door, or change one of its operating parameters:

- Select the desired door (forms view: bottom of the window);
- Then select the desired command from one of the drop-down lists on the screen.

In 'Grid' view, use the small button to the right of your desired topic to select a command.

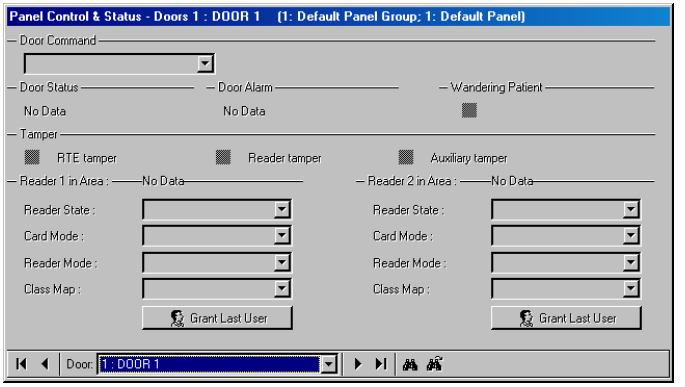
If button(s) are not available, this means you do not have 'Door Control' authority. If cards are presently 'locked-out', you'll need to reinstate card-access before unlocking the door. Locking-out cards automatically causes the door to lock.

Doors can be set to unlock and relock at certain times and/or in-sync with the arming state for the associated area. For details, refer to "Areas and Related Settings", and "Doors, Readers, and Related Settings".

- **Door** (bottom of form)**:** This is where you select a door to view its status or issue commands. This shows a reference number assigned by the system, plus the name/description of the door as defined under 'Configuration'.

  If some Door numbers are missing: Elevator and door numbering is shared (1 - 32), but the elevators will not be listed here.

Control & Status ⇨Panel Control & Status ⇨Doors



- **Door Command:** Shows the status of the selected door, and provides selections for unlocking/relocking it (if you have the authority).

  If cards are presently 'locked-out', you'll need to reinstate card-access before unlocking the door. (Set the "Reader State" as "Normal".)

  Tip: "Momentary" pertains to the defined "Unlock Duration" (such as when a person uses their access card), and "Pending" means the command will be held until after one valid user gains entry at the door.

- **Door Status, Door Alarm**, and **"Wandering Patient":** The present status of the door, and whether or not this is considered to be an 'alarm' (i.e., 'not OK'), plus whether or not the "wandering Patient" feature is in effect for this door.

- **Tamper:** Whether or not tampering has been detected for the RTE (REX) circuit, the main reader, or the auxiliary reader.

- **Reader 1 / Reader 2 In Area X:** Status/control topics for the selected reader and its associated area, plus selections for controlling each reader (if you have the authority). Selections include lockout or reinstate card access, and/or change various operating characteristics.

  Reader Mode, ⇨'Toggle Lock' and 'Toggle Lock Authorized': Cards granted access at the reader will cause the door to toggle between locked⇔unlocked. 'Authorized' means this will work only for users with 'Door Command' authority.

  Note: Locking-out cards automatically causes the door to lock.

  For details on the various modes and commands:

  - In the section on using maps and cameras, see: "Controlling an Area or Device" (look for "Door Commands");
  - In the configuration chapter, see: "Doors, Readers, and Related Settings".

- **Grant Last User:** If the last user at this reader was denied access, this selection will issue a 'Momentary Unlocking', and log that card/user as being granted entry.

  - Cards can be denied due to being expired, locked out, wrong time, wrong door class, etc. -- as long as they are defined in the system.
  - This feature will be unavailable if someone else is granted entry, or after 5 minutes from the time the person was denied access (although they can simply present their card/token again).
  - This may be used in conjunction with an event-triggered camera-view for the door (so a remote attendant can see the person). **Related Topics:** "Initial Set Up of: Views, Maps, Cameras" (step 3b).
  - This can also be used in conjunction with the pop-up "Photo-Verification" feature (if it is set to trigger on 'Access **Denied**' events). **Related Topics:** "Visually Verifying Users (Photo-Verification)"
  - This **cannot** be used (or does not apply) with:
    - Cards being enrolled or disabled at a reader set to do this (although it will apply for cards denied due to wrong area/time, etc.);
    - Access being denied due to door interlock violations or area/disarm authority issues.

Checking Status or Controlling Elevators

Elevator (Lift) Status and Control

The elevator status screen shows the status of elevators in the system, and allows changing the operating characteristics for elevator readers. Selections are also provided to apply

or remove access-control for all floors or individual floors--as accessed from a specific elevator (lift) cab.

Permissions/Authorities: This feature can be used by operators with "Control and Status" permission, when logged into 'Control & Status' as a **user** who has "door command" authority, and will affect only the floors they have the authority to access.

Tip: You can also secure or desecure floors as accessed from **all** elevator (lift) cabs. For details, refer to "Viewing Status or Controlling Floors".

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To connect: "New Installation? Try the Wizard"

Status/Command Reference:

Secure (controlled access): Access to the floor (or all floors from this cab) is controlled (i.e., the floor call-button(s) are initially **de**-activated). To access the floor(s), persons with appropriate authority must present their access card and/or enter their PIN.

Desecure (free access): Access to the floor (or all floors from this cab) is NOT controlled (floor call-button(s) are activated).

Partially De/secured: Floors that presently have free access through some elevator (lift) cabs, while access is controlled though some other cabs (and/or where some floor relays are offline, and the status isn't known).

Return to Auto: This re-applies any defined scheduling for the elevator and its associated floor-access.

Offline: This indicates a relay board that is unable to communicate with the elevator controller.

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Elevators** from the MyTools bar, **or** select **Elevators** under "Control & Status" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, and **Panel Control & Status** (click the "**+**" beside each topic).

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Viewing the Status of Specific Elevators

Use the **Grid** / **Form** toolbar-button to select your preferred view-mode. (Forms view is recommended here.)

Now, select a desired elevator in the list.

Tip: In 'forms' view, you can select an item at the bottom of the form, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*****).

Then, refer to the selection-descriptions for this screen while viewing the status topics for the desired elevator(s).

Tip: Active status items, and available buttons are displayed in colour. **Be sure to dispatch someone to deal with any conditions that require attention**.

Secure/Desecure Floors, or Control Access Requirements for an Elevator (Lift) Cab

Use the **Grid** / **Form** toolbar-button to select your preferred view-mode. (Forms view is recommended here.)

Select the desired elevator (forms view: bottom of the window).

Refer to the item-descriptions for this screen while selecting your desired command:

- To apply or remove access-control for all floors from this elevator cab, refer to the "Elevator Command" selections.

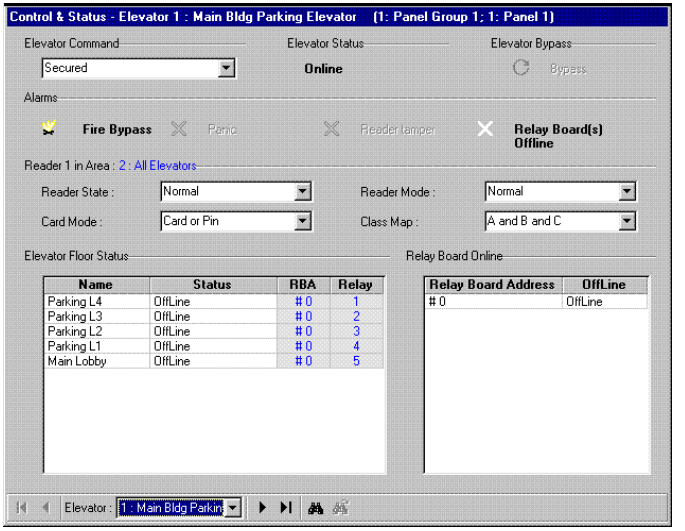
- To change the reader access requirements or operating characteristics, refer to the "Reader 1 in Area X" selections.
- To apply or remove access-control (secure or desecure) for an individual floor--as accessed from a specific cab, refer to the "Elevator Floor Status" selections.

In 'Grid' view, use the small button to the right of your desired topic to select a command.

If commands or button(s) are not available, this means you do not have the authority to control elevators.

Elevators and/or specific floors can be set to desecure and resecure in-sync with a desired schedule. For details, refer to the configuration topic for elevators and/or floors.

Control & Status ⇨Panel Control & Status ⇨Elevators


Control & Status - Elevator 1 : Main Bldg Parking Elevator (1: Panel Group 1; 1: Panel 1)
Elevator Command
Secured
Elevator Status
Online
Elevator Bypass
Bypass
Alarms
Fire Bypass
Panic
Reader tamper
Relay Board(s) Offline
Reader 1 in Area : 2 : All Elevators
Reader State : Normal
Reader Mode : Normal
Card Mode : Card or Pin
Class Map : A and B and C
Elevator Floor Status
Name Status RBA Relay
Parking L4 OffLine # 0 1
Parking L3 OffLine # 0 2
Parking L2 OffLine # 0 3
Parking L1 OffLine # 0 4
Main Lobby OffLine # 0 5
Relay Board Online
Relay Board Address OffLine
0 OffLine
Elevator : 1 : Main Bldg Parkin

- **Elevator** (bottom of form)**:** This is where you select an elevator to view its status or issue commands. This shows a reference number assigned by the system, plus the name/description of the elevator as defined under 'Configuration'.

  If some Elevator numbers are missing: Elevator and door numbering is shared (1 - 32), but the doors will not be listed here.
- **Elevator Command:** Shows the status of the selected elevator, and provides selections to secure or de-secure all floors as accessed from this elevator cab only (via appropriate authority).
- **Elevator Status**, and **Elevator Bypass:** These areas show the basic status of the selected elevator (lift) cab, and whether or not the manual override (bypass) input has been tripped.

  Manual Override (bypass) Input: Triggering the manual override (bypass) input on the elevator controller (typically connected through a key-switch) will desecure all floors as accessed from this cab (this is the same as selecting "desecure" for the elevator command).
- **Alarms:** This area shows the status of various alarm conditions (inputs) for the specific elevator controller, plus whether or not the relay boards are communicating (on-line).

  Fire Bypass: This indicates if a fire has been detected (i.e., whether or not the fire input has been tripped).

  Panic: This pertains to an "emergency" call-button in the elevator (lift) cab.
- **Reader 1 in Area X:** This shows status topics for the selected elevator reader, and provides selections for controlling it (if you have the authority). Selections include lockout or reinstate card access, and/or change various operating characteristics.

  For details on the various reader modes, card modes, and class map settings, refer to the elevator configuration topic.
- **Elevator Floor Status:** This area shows a list of the controlled floors that can be accessed through this elevator (lift) cab, plus the status of each floor, and provides selections to secure or desecure each floor (as accessed from this elevator / lift cab).

  RBA and Relay: This identifies the elevator controller relay associated with the specific floor (Relay Board Address 0 - 15, and Relay 1 - 8).
- **Relay Board Online:** This lists the floor-relay board(s) for your selected elevator (lift) cab, and indicates any that are offline.

Checking Status or Controlling Floors

Floor Status and Control

The floor status screen shows the status of access-controlled floors in the system, and allows applying or removing access-control for specific floor(s)--as accessed from all elevator (lift) cabs in the system.

Permissions/Authorities: This feature can be used by operators with "Control and Status" permission, when logged into 'Control & Status' as a **user** who has "door command" authority, and the ability to access the specific floors.

Tip: You can also secure or desecure all floors as accessed from a specific elevator (lift) cab. For details, refer to "Viewing Status or Controlling Elevators".

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To connect: "New Installation? Try the Wizard"

Status/Command Reference:

Secure (controlled access): Access to the floor is controlled (i.e., elevator floor call-button(s) are initially **de**-activated). To access the floor, persons with appropriate authority must present their access card and/or enter their PIN.

Desecure (free access): Access to the floor is NOT controlled (elevator floor call-buttons are activated).

Partially De/secured: Floors that presently have free access through some elevator (lift) cabs, while access is controlled though some other cabs (and/or where some floor relays are offline, and the status isn't known).

Return to Auto: This re-applies any defined scheduling for the specific floor (as accessed from all elevator cabs).

Offline: This indicates that a relay board is unable to communicate with the elevator controller (or the elevator controller module has lost communications with the panel).

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Floors** from the MyTools bar, **or** select **Floors** under "Control & Status" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, and **Panel Control & Status** (click the "**+**" beside each topic).

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Note: Grid view does not apply to this topic.

Viewing the Status of Controlled Floors

Access the "Floor" status topic as described previously/above.

Then, visually skim through the list of floors to find your desired one(s). (For details on the displayed information, refer to the selection-descriptions for this screen.)

Tip: If floor relays are off-line, be sure to dispatch someone to correct the problem.

Secure/Desecure Floors (Remove or Apply Access-Control to Floor(s)

Access the "Floor" status topic as described previously/above.

Then, refer to the item-descriptions for this screen while selecting your desired command:

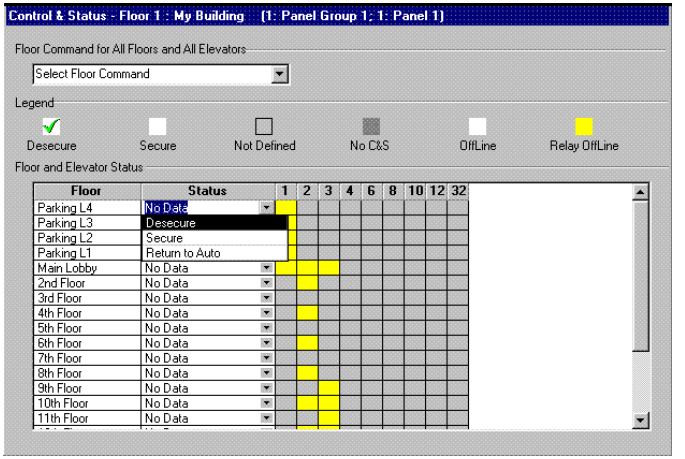
- To apply or remove access-control for **all** floors as accessed from **all** elevator (lift) cabs, refer to the "Floor Command for All Floors and All Elevators" selections.

- To apply or remove access-control for (i.e., secure or desecure) an individual floor--as accessed from **all** elevator (lift) cabs, refer to the "Floor and Elevator Status" selections.

If commands or button(s) are not available, this means you do not have the authority to control elevators.

Elevators and/or specific floors can be set to desecure and resecure in-sync with a desired schedule. For details, refer to the configuration topic for elevators and/or floors.

Control & Status ⇨Panel Control & Status ⇨Floors



- **Floor Command for All Floors and All Elevators:** This allows applying or removing access-control for all floors and all elevators at the same time (requires appropriate authority).
- **Legend:** This shows what the various colours can mean pertaining to floor and elevator status.

  No C&S: This means that no status information is available because you are not connected to the specific panel (i.e., a different panel within a multi-panel account).
- **Floor and Elevator Status:** This area shows a list of all controlled floors in the system, plus the status of each floor, and provides selections to secure or desecure each floor (as accessed from all elevator / lift cabs in the system).

  Elevator (lift) numbers (1 - 32): These columns indicate the status of the associated floor selection relay for each individual elevator (lift) cab.

  Tip: If floor relays are off-line, be sure to dispatch someone to correct the problem.

Checking Status or Bypassing Input Points (Sensors)

Status of Monitored Sensors (Input Points)

The 'point' status screen shows the status of monitored sensors, and lets you bypass a faulty sensor to allow arming an area.

Permissions/Authorities: This feature can be used by operators with "Control and Status" permission, when they log into 'Control & Status' as a **user** with the authority to bypass input points.

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To connect: "New Installation? Try the Wizard"

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

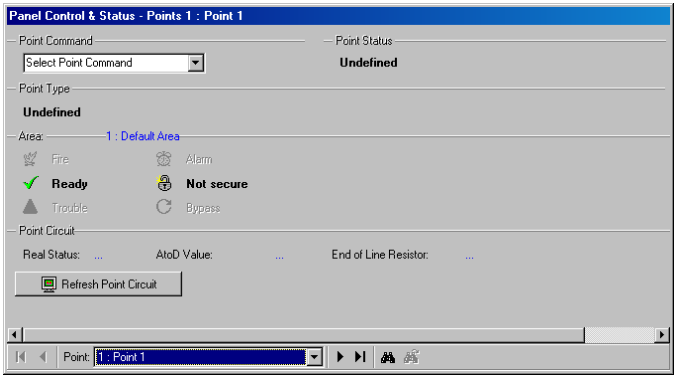
If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Points** from the MyTools bar, **or** select **Points** under "Control & Status" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, and **Panel Control & Status** (click the "**+**" beside each topic).

Control & Status ⇨Panel Control & Status ⇨Points



Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Viewing the Status of a Specific Sensor

Use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Details for one sensor at a time;
Grid View: All defined sensors in a list.

Select a desired sensor (input-point) in the list.

Tip: In 'forms' view, you can select an item at the bottom of the form, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*****).

Then, refer to the selection-descriptions for this screen while viewing the status topics for the desired input point(s).

Tip: Active status items, and available button(s) are displayed in colour. **Be sure to dispatch someone to deal with any conditions that require attention**.

Bypassing a Specific Input-Point

To bypass a specific input-point, allowing its area to be armed, or remove a 'bypass', allowing the sensor to be monitored:

- Select the desired input-point (bottom of the 'forms' window);
- Click **[Bypass]** or **[Remove Bypass]** as applicable;

If the button is not present, this means either that the input-point is not of a 'bypassable' type, or you do not the authority to bypass input-points.

A user's authorities can be set to automatically remove any 'bypasses' that are in effect when they enter an area (to help ensure that any faulty sensors are not forgotten). For details, refer to the "Auto Remove Bypass" setting under "Authorities for Users/Entrants".

- **Point** (bottom of form)**:** This is where you select an input-point to 'bypass', or view its status. This shows a reference number assigned by the system, plus the name/description of the input-point as defined under 'Configuration'.
- **Point Status:** The present status of this sensor (input-point).
- **[Bypass]** or **[Remove Bypass]:** Allows bypassing this input-point (to allow its area to be armed), or removing the bypass (to allow this sensor to be monitored). This is allowed only if you have the appropriate authority, and if the input-point is 'bypassable'.

- **Point Type:** The type of the input-point (as selected under 'Configuration').
- **Area (and Related Information):** The area associated with this input-point, and various status topics pertaining to that area.
- **Point Circuit** and **[Refresh Point Circuit]:** Status pertaining to the input point circuit. Click **[Refresh Point Circuit]** to update the on-screen data.

Checking Status or Controlling Outputs (Electronically switched Devices)

The 'Outputs' Control & Status Screen

Outputs allow turning a self-powered electronic device on or off. The outputs control & status screen allows viewing the status of programmable outputs, and lets you control them manually when necessary.

Permissions/Authorities: This feature can be used by any operator with "Panel Control and Status" permission.

Also See (≥ V4.0)**:**

+ Visual Status and Control (Maps and Cameras)

+ To connect: "New Installation? Try the Wizard"

Initiate a Connection, and Access this Topic

See if you're already connected with the panel(s) by checking the status bar at the bottom of the monitoring window.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

If not presently connected, initiate a connection with the desired panel(s).

For details, refer to "Connecting to the Associated Panel(s), An Overview" (under "Checking Status & Controlling Items", previous).

Then, select **Control & Status - Outputs** from the MyTools bar, **or** select **Outputs** under "Control & Status" in the 'tree'.

Using the Tree: Click your site/account button in the tree, and open **Control & Status**, and **Panel Control & Status** (click the "**+**" beside each topic).

Login with your user ID and PIN if prompted for this.

Panel Groups and Panels: Open your specific panel group and panel if these are listed in the 'tree'. Tip: The 'tree' can be set to show Control & Status topics in a single list (logical tree view), or on a panel-by-panel basis. For details, refer to "Other Desktop Choices".

If the status screen is blank or inactive (or if you'd like more information), refer to "Accessing the Control and Status Topics for a Panel" (under "Checking Status & Controlling Items", previous).

Viewing the Status of a Specific Output

Use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Details for one output at a time;
Grid View: All defined sensors in a list.

Select a desired output in the list (i.e., horn circuit or controlled device).

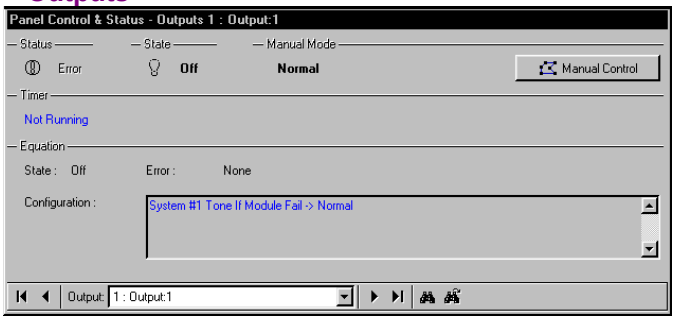
Tip: In 'forms' view, you can select an item at the bottom of the form, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*****).

Then, refer to the selection-descriptions for this screen while viewing the status topics for the desired output(s).

Tip: Active status items, and available button(s) are displayed in colour. **Be sure to dispatch someone to deal with any conditions that require attention**.

- **Output** (bottom of form)**:** This is where you select an output to control manually, or view its status. This shows a reference number assigned by the system, plus the name/description of the output as defined under 'Configuration'.
- **Status:** "Error" will appear in colour for things such as:
  - Output programming done incorrectly at a keypad;
  - An output equation that is not supported by the panel version;
  - An output equation that is referencing undefined or non-supported devices (e.g., incompatible feature-set value).
- **State:** This shows whether or not the output is triggered;
- **Manual Mode:** This shows what type of manual control the output is under (if any);
- **[Manual Control]:** Allows manually controlling the output.
  Details to follow / below.
- **Timer:** This shows the remaining duration for a timed output function that is presently in effect;
- **Equation:** This area shows details on the programmed function / equation for the output.

Control & Status ⇨Panel Control & Status ⇨Outputs



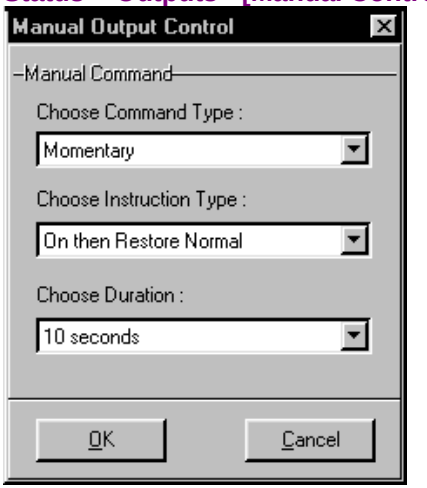
Controlling an Output Manually

Access the "Outputs" control & status topic as described previously, and use the **Grid** / **Form** toolbar-button to select your preferred 'view'.
Forms view: Details for one item at a time;
Grid View: All items in a list.

Select the desired output (bottom of the 'forms' window), and click **[Manual Control]** near the upper-right corner of the form;

Then, refer to the selection-descriptions for this screen while making your selection(s).

Control & Status ⇨Panel Control & Status ⇨Outputs⇨[Manual Control]



Tip: Additional parameters appear when applicable (duration, etc.).

- **Normal:** No manual control (i.e., return to normal operation);
- **Always:** Allows setting the output as On or Off continuously (until manual control is removed);
- **Momentary:** Allows setting the output to pulse/toggle once. Additional selections will appear for: • Whether it is to be triggered On (high), or Off (Low); • The state it will be left in afterwards (Off, On, or Normal); • How long the relay will remain triggered (1 second to 1 week).
- **Duty Cycle (1 sec. On/1 sec. off):** The output will be pulsed on and off continuously for a selected duration (1 second to 1 week).

Panel Communications and Updates

Beginning with V4.0 Guardall Director, you can use the **Communications Wizard** to set up and initiate communications with a panel. For more information, refer to "New Installation? Try the Wizard!"

The initial topics in this section provide general information on panel communications.

For an overview of the steps required to connect with a panel, refer to the installation topic "**Panel Connection Overview**".

To go directly to the steps required to start a panel communications session, browse forward to the heading entitled "Connecting with a Panel...".

Panel Communications

About Panel Communications

Panel communications allows transmitting changes to panel(s), plus maintaining a connection to allow:

- Updating the monitoring window;
- Tracking a guard-tour;
- Checking the status of items, and/or controlling items in a specific location.

A panel communications session can be initiated right away, scheduled for some time in the future, or set to a rotating schedule (hourly, daily, or weekly). In a single-PC system, communications can also to set to start automatically (details appear in a following section).

Panel⇔software updates can be:

- Normal (bi-directional / synchronize);
- Send to Panel (downloads Guardall Director settings to the specific panels);
- Get from Panel (uploads settings from the panel into Guardall Director).

In each case the connection can either be dropped at the end of the session, or the software can "Stay Connected" for on-going data synchronization, event transmission, and/or checking status or controlling items.

If a connection is maintained (Stay Connected), any ongoing admin. & configuration changes are synchronized automatically when you save your changes, or move to a different screen.

This also allows the software to reconnect with the panel(s) whenever communication services are restarted (i.e., manually, or if prompted for this during start-up).

For a failed communication session that is set to "Stay Connected", the software will continue trying to initiate a connection, and list the results for each new attempt.

Software vs. Panel Conflicts (esp. **large systems**): Differences between the software database and settings entered locally through an LCD keypad can be identified by selecting "**Check Database for Conflicts**" from the **Tools** menu. For details, search for that topic in the index.

As well, partial panel updates are indicated in the user list (grid view) with special colours: Yellow: Partial updates pending (some panels have not been updated); Green: Data for the user has been changed while partial updates were pending (the user's settings at the panels will be overwritten on next update). For details on the "user" screen, refer to the topic on **Users**.

Am I Connected? (Check Status)

Account Connection Status:

The status bar at the extreme bottom of the screen continually shows the connection status for your selected account, and whether or not specific updates are in progress.

So, to check the communications status of an account, simply check the status at the bottom of the screen.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Status of a **Current** Communications Session:

For more information on an active communications session, refer to "Checking the Status of your Connection...", to follow.

Status of a **Previous (or failed)** Session:

To check the status of a previous communications session or attempt (for example to see if it was successful, or failed), refer to "Viewing the Status of Previous Communications Sessions", to follow.

The Panel-to-PC Link

Each panel connects through an IP connection, a physical cable, or via dial up access using standard modems.

Any workstation associated with your Guardall Director system can be used for panel communications. This requires:

- A proper physical connection (cable or modems);
- Settings as required for MS Windows and this software;
- The Guardall Director communications component being installed (and running) on each applicable PC.

Note: With smaller sites (Single-panel / 300 users), remote management is also supported through the built-in dialler (Bell 103, 300 baud modem) on each panel.

IP Connections:

With IP connections (≥ **v3.3** software), a "Panel Group" can include **any** 1-30 panels within an account--whether they share the same connection or not. In this case, panel groups will typically be set up based on geographic location, or network characteristics. The Guardall Director software will be able to communicate with any number of panels within the group using only one port (IP Device) on the specific PC.

Setting up an IP Connection: This is documented separately. For details, refer to the installation guide provided with the IP interface (may also be in PDF format on your Director CD).

Settings Required for Panel Communications

Various items must be set correctly to allow panel communications (including the panel version). To set up an initial panel connection, refer to "New Installation? Try the Wizard!", or "Panel Connection Overview".

The Communications Software

All panel communications are handled through the communications software that is included with Guardall Director. Beginning with v4.7, the communications software is installed as a service--that starts automatically when the PC and Windows operating system is started up.

Ensure the Communications Software is Running on the Specific PC(s)

At **each** PC associated with the specific panel connection(s), check to ensure the communications service is running:

Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".

Related Topic: Serial Port / Modem Setup (Communications Manager)

Note: If you are prompted for something you are not familiar with, or if an error message appears, refer to "Serial Port / Modem Setup (Communications Software)".

Activating Communications and Transferring Panel Settings

Panel Communications Sessions

The Communications Pending/Online screen shows details on panel communications sessions (panel updates) that are either presently active, or scheduled for some time in the future.

For communications / update sessions that have completed successfully, plus any attempts that may have failed, see "Viewing the Status of Previous Communications Sessions", to follow.

Connecting with a Panel (Setting up a Panel Communications Session)

1) See if you're already connected by checking the status bar at the bottom of the monitoring window.

Multi-**Account** systems: Ensure your desired account is selected (click **[Account Folders]** in the tree, and then double-click the specific account).

2) If **not** connected, check to ensure the communication software is running on the specific PCs.
   Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".
   Related Topic: Serial Port / Modem Setup (Communications Manager)

3) Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/OnLine**.
   Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.
   Forms view: Details for one communications session at a time; Grid View: All current sessions in a list.

4) Click the **[+]** at the bottom of the form, **or** right-click the form, and select **Add New** from the pop-up menu.
   You can also select a blank/new item from the list (Forms view: bottom of the window), and then click **[Edit]**.

5) Then, select (double-click) the desired panel(s) on the left side of the form.
   Similarly, you can double-click again to deselect a panel.
   Multi-**Account** Systems: If the desired account is not listed (that you have permissions for), open the account in the tree (click **[Account Folders]**, then double-click the account). Then, return to "Communications", and "Pending/Online" in the tree (and perform step 5).

6) When the next screen appears (Edit Communications), refer to the selection-descriptions for it while making additional selections. (Click **OK** when finished.)

7) Check that the connection is made, and watch for the panel updates to occur. (Click the 'Panel Group', and look for the status on the right side of the screen.)

Note: If minor conflicts exist during a communications session, you will be prompted to correct them. If major conflicts exist, the update will fail (for details, see "Correcting Errors..." to follow).

Also See (Related Topics):

+ "New Installation? Try the Wizard!"
+ "Panel Connection Overview"

Checking the Status of your Connection (Communications Session)

(Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/OnLine**.)

If the desired communication session is not presently on-screen, select it from the list.

Tip: In 'forms' view, you can select a session at the bottom of the form, or use the 'browse' buttons to move through the list.

Select the specific 'panel group' in the 'tree' near the centre of your screen. Then, check the 'status' and 'results' areas on the right. You should either see updates being processed, or "Connected" and "Idle State".

If the desired communications session is not listed, this means that it has either completed successfully, or failed (and/or was not set to "Stay Connected").

Tip: To view the status of any **completed** communications session (or attempt), see "Viewing the Status of Previous Communications Sessions", to follow.

If status listed as "**Pending**" for a long time:

- Try powering down and restarting the PC (and/or modem), and recheck your connection status.
- Check to ensure that the 'Communication Pool' being used for the connection is properly set up. For details, refer to "Communication Pools for System Panels".

Update Requests Initiated from a Panel

Update requests can be initiated from a remote/dial-up panel (≥**V2.0**). This can be for a new panel that has not been programmed (known as being in 'cold boot' state). A service technician at a system keypad can also request a remote synchronization at any time.

For details on initiating a remote update request from a keypad at a remote site, refer to the commissioning or installation guide for your system.

For a new system: The software must be fully set up with the desired settings, and a scheduled communications session must be set up for the account with the Schedule "Type" set to "On Next Call".

To set up an initial panel connection, refer to "New Installation? Try the Wizard!", or "Panel Connection Overview".

Cancelling / Dropping a Connection

Click **[Communications]** in the 'tree', and select **Pending/Online**. Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Select the desired communications session in the list. **Tip:** In 'forms' view, you can select a session at the bottom of the form, or use the 'browse' buttons to move through the list.

Check to ensure that associated panels are not presently being updated: Find / select the 'panel group' near the centre of the screen, and check the "Results" on the right.

Note: Disconnecting is NOT recommended while panel(s) are being updated.

Now, right-click the session/form, and select **Disconnect**. If prompted to confirm, select **Yes**.

Viewing or Changing Settings for a Communications Session that is Not Presently On-Line

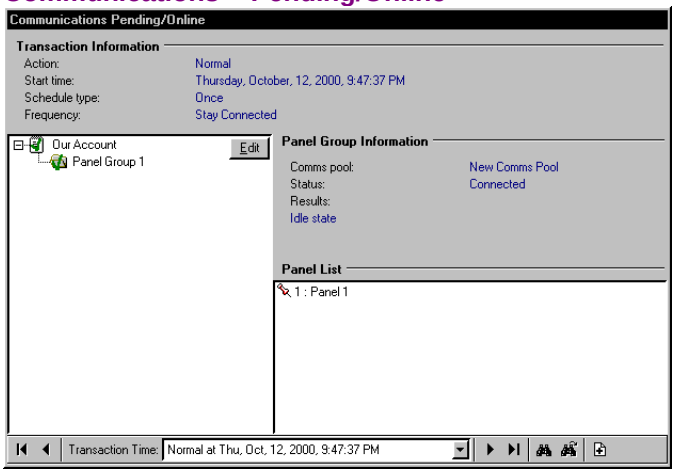
If Presently Connected (Transaction Locked): You cannot edit a communications session while connected with the associated panel(s). (Clicking **[Edit]** will produce a "Transaction Locked" message.)

For a session that is either scheduled for some time in the future, or that is off-line due to a disconnection, you can check and/or change the present date/time and other settings as desired:

Click **[Communications]** in the 'tree', and select **Pending/Online**. Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Select the desired communications session in the list. **Tip:** In 'forms' view, you can select a session at the bottom of the form, or use the 'browse' buttons to move through the list. Details for the selected session will be shown at the top of the screen.

Communications ⇨Pending/Online



If the desired communications session is not listed, this means that it has either completed successfully, or failed (and/or was not set to "Stay Connected").

Tip: To view the status of a **completed** communications session (or attempt), see "Viewing the Status of Previous Communications Sessions", to follow.

To change a scheduled time, or other settings for a communications session, click **[Edit]**, and refer to the details for the "Edit Communications" screen while viewing and/or changing settings as desired. (Click **OK** when finished.)

Tip: To select or deselect a panel, locate and double-click the specific panel (under the applicable account). To select or deselect all panels for an account, right-click the account, and select "Add Account" or "Remove Account" as desired.

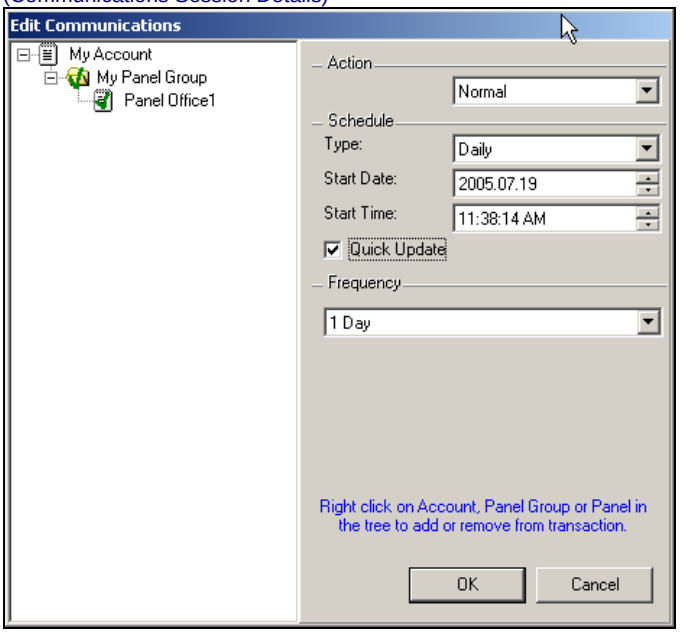
-Transaction Time (bottom of the form)**:** This area allows selecting a communications session that is either presently in effect, or scheduled to occur sometime in the future.

Tip: Completed sessions (and failed attempts) can be viewed under "Completed" in the tree (see "Viewing the Status of Previous Communications Sessions", to follow.).

-Transaction Information: The top of this screen shows the type of connection, and scheduling information for your selected / current communications session.

Communications ⇨Pending/Online ⇨ [Edit]

(Communications Session Details)



-Account / Panel Group 'Tree': The left side of this form (centre of your screen) shows the account(s) and panel group(s) associated with the selected communications session.
Tip: Selecting a 'panel group' allows viewing the connection status and other information (see the next two items).

-Panel Group Information: This area shows the connection status and other information for a panel group that you select in the tree.

-Panel List: The lower-right portion of the screen shows all panels in a 'panel group' (after you select one).

Tip: Panels associated with the communications session will have coloured icons beside them.

(Buttons)

- [Edit]: This allows setting up a panel communications session, or editing settings for a scheduled session.

If Presently Connected (Transaction Locked): You cannot edit a communications session while connected with the associated panel(s). To disconnect: Right-click the session/form, and select **Disconnect**. If prompted to confirm, select **Yes** or **No** as desired. **Attention:** Disconnecting is NOT recommended while panel(s) are being updated. (Find / select the panel group near the centre of the screen, and check the "Results" on the right.)

-Account / Panel / Group 'Tree' : The left side of this form shows the panel group(s) and panels to be associated with a communications session (find the desired panel, and then double-click to select it).

Note: This area lists only the panels that are **not** presently connected or otherwise associated with a current communications session.

Action

- Normal: The software will automatically attempt to synchronize settings stored in the software, and at the panel(s).

Tip: This is commonly used when connecting only to update the monitoring window, or check status or control items.

(This setting cannot be used after installing a panel upgrade, or if you change the "Feature-Set" value for a panel.)

- Send to Panel: Settings stored in the software will be downloaded to the panel(s), overwriting any previous settings stored there. (This is normally used for new panels, or after making a large number of changes in the system.)

This selection is also required if you changed the **'Feature-Set'** value for a panel. For details on the feature-set parameter, refer to "Account-Wide Panel Settings".

For details on updating / synchronizing the clock (date and time) for a panel, refer to "Set the Date/Time for a Panel, or Reset APB Status for Users".

- Get from Panel: Settings at the panel(s) will be updated into the software. (This is useful when adding Guardall Director to a system that was programmed by other means, or in the event of the Guardall Director (software) database being accidentally cleared —with no 'backup' copy available.)

For a multi-**panel** account, settings that are account-wide (e.g., Users, schedules, etc.) are taken from one panel set as the "**Master Panel**". This panel must therefore be available during the transfer.

Local user admin. (via keypad) is supported in all systems, while local system configuration is supported only in single panel systems set to "**Feature Set**" 1, 2, 3, or 4.

The "**Service PIN**" can be changed only through the Guardall Director software (the value at the panel is ignored / over-written).

For details on "Master Panel", "Feature-Set", or "Service PIN", refer to "Account-Wide Panel Settings".

Schedule

- **Type:** Whether the connection / update is to occur only once, or as per a rotating schedule (hourly, daily, or weekly).

  On next Call: This pertains to the next time a connection is initiated. Tip: This can be set up ahead of time, allowing a technician at a new site to request a 'remote update' once the installation is complete.

- **Start Date:** The date that the communications session is to occur. (The default is 'today').

- **Start Time:** The time that the session is to occur. (The default is 'now/immediate'.)

  Client/server Systems: The date and time are as per the Guardall Director **server** PC. If this is different relative to your workstation, you may to need to compensate. Director-Server PC: This is the PC that includes "**...Director-Server.exe**".

- **Quick Update** (≥V4.5)**:** This sets scheduled updates to trigger 'right-away' (once communications is available) whenever changes are pending for users and/or authorities—rather than waiting until the scheduled time.

Frequency

- **Stay Connected:** Guardall Director will maintain a 'Normal' connection after transferring or synchronizing settings, to allow for real-time monitoring (through the monitoring window), and checking status of items, or controlling items (through "Control & Status" in the tree).

Viewing the Status of Previous Communications Sessions

Tip: The most common reason for a failed communications session is a faulty physical connection, or incorrect communications settings. For details on initially setting up a panel connection, refer to "New Installation? Try the Wizard!", or "Panel Connection Overview".

Completed Communications Sessions

The "Communications Completed" screen shows details on previous (and/or **failed**) panel communications sessions (panel updates). This allows you to check which connections or update sessions were successful, and/or look into why a session may have failed.

For details on communications / update sessions that are either presently active, or scheduled for some time in the future, see "Activating Communications and Transferring Panel Settings", previous.

Also See (≥V4.4): Another place you can check the status of a prior communications session is through the Account Status feature.
Details: Account Status, ⇨Status 🗀 🕮 Checking Account Status

Event Message: A single "Comms Panel Fail" message will be generated if a panel connection is dropped, or at the beginning of a block of consecutive failed connection attempts.

Viewing Details on a Previous Update Session or Attempt

Select **Communications** from your MyTools bar, **or** click **[Communications]** in the 'tree', and select **Completed**).

Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Details for one communications session at a time; Grid View: All current sessions in a list.

Select the desired communications session in the list.

Tip: In 'forms' view, you can select a session at the bottom of the form, or use the 'browse' buttons to move through the list. The status details and other information will be shown for your selected communications record.

Each communications session produces multiple log entries. (Click " ▶ " to browse through the previous few entries to see all information for each communications session.)

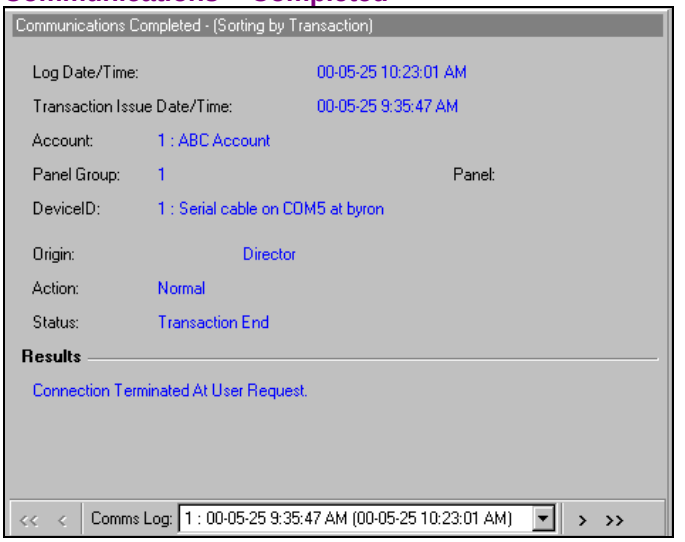
Multi-Account Systems: In forms view, sessions are listed in order--regardless of which account they pertain to. To find a session for a specific account, switch to Grid view, and locate/select the session (and return to Forms view if desired).

Note: Session #1 is the most recent, while the highest numbered session is the **oldest**.

If the desired communications session is not listed, this means that it has not yet started (i.e., scheduled for

some time in the future). **Tip:** For details on communications / update sessions that are either presently active, or scheduled for some time in the future, see "Activating Communications and Transferring Panel Settings", previous.

Communications ⇨Completed


Communications Completed - (Sorting by Transaction)
Log Date/Time: 00-05-25 10:23:01 AM
Transaction Issue Date/Time: 00-05-25 9:35:47 AM
Account: 1 : ABC Account
Panel Group: 1
Panel:
DeviceID: 1 : Serial cable on COM5 at byron
Origin: Director
Action: Normal
Status: Transaction End
Results
Connection Terminated At User Request.
Comms Log: 1 : 00-05-25 9:35:47 AM (00-05-25 10:23:01 AM)

- **Comms Log** (bottom of the form)**:** This is a relative number for each update session, plus the date and time that each one occurred. **Note:** Session #1 is the most recent, while the highest numbered session is the oldest.
- **Log Date/Time:** The date and time when the session finished.
- **Transaction Issue Date/Time:** The date and time when the communication session was set up.
- **Account:** The account/site associated with the panel(s) being updated.
- **Panel Group:** The panel group associated with the panels being updated.
- **DeviceID:** The communications device-pool associated with the panel(s) being updated.
- **Origin:** Whether the session was requested through the Guardall Director software, or from a panel.
- **Action:** The type of session ('Normal', 'Get from Panel', or 'Send to Panel').
- **Status:** Whether or not the session completed successfully (or if it is still in progress).
- **Results:** A brief description on an action that occurred, and/or what may have caused it to fail (details to follow).

Note: For a failed communication session that is set to "Stay Connected", the software will continue trying to initiate a connection, and list the results for each new connection attempt.

Correcting Communication/Update Errors

Tip: The most common reason for a failed communications session is a faulty physical connection, or incorrect communications settings. To set up an initial panel connection, refer to "New Installation? Try the Wizard!", or "Panel Connection Overview".

Panel Version Mismatch: If you get an error due to a "Panel Version Mismatch", ensure your panel version is set correctly under:
AccountName ⇨**Account Information** ⇨(**Standard** tab) ⇨"**Panel Version**".

Data Conflicts--Users: Changes made through the software will take precedence over changes for the same user entered through a keypad. V4.7: User conflicts that cannot be resolved in this way (e.g., the same value given to different users) will be shown in grid view, with only the rows in conflict displayed. To return to showing all users, right-click, and select "Return From Conflict View".

About Communication Errors

Sometimes, the Guardall Director software will be unable to start communications with the panel, or unable to synchronize the data between the software and the panel. This can be due to:

Critical / Failure Errors:

- A serial cable / modem wiring or connection problem;
- An incorrect serial port selection, or incorrect serial communications settings;
- A 'TAPI' communications error;

- A 'referential' data error (assignments to certain items that don't exist either at the panel or in the software);

Non-Critical Errors during a 'Normal' Communications Session (You'll be Asked to Correct These):

- The same value being assigned to two different items (e.g., two users with the same card number);
- Different settings for a single item (e.g., the software says user 8 has card number 1234, and the panel says user 8 has a different card number).

Notes: These types of errors are typically caused by the same item being edited through the software and by a local admin. person at a system keypad. Beginning with Director v4.6, for conflicts pertaining to the same person or object, the data entered through the software will take precedence and be downloaded to the panel automatically.

Getting Details on an Update Error

To find out why a communications session may have failed, view the details for the specific session as described under "Viewing the Status of Previous Communications Sessions", previous.

Software vs. Panel Conflicts (esp. **large systems**): Differences between the software database and settings entered locally through an LCD keypad can be identified by selecting "**Check Database for Conflicts**" from the **Tools** menu. For details, search for that topic in the index.

As well, partial panel updates are indicated in the user list (grid view) with special colours:
Yellow: Partial updates pending (some panels have not been updated);
Green: Data for the user has been changed while partial updates were pending (the user's settings at the panels will be overwritten on next update). For details on the "user" screen, refer to the topic on **Users**.

Correcting a 'Data Reception' Error

A "reception", "not responding", or "failed to communicate" error can occur if the system panel (or modem) has been powered down, or if there is a problem with the serial cable, or the serial/COM port selection or settings.

Troubleshooting Tip: If the status is listed as "Pending" for an extended period of time, this may mean:

- The communications service was stopped on the PC associated with the panel or modem.
- The serial port on the specific PC is not responding. In this case, try shutting down and restarting the PC. Then, recheck your connection.

For a new system: Ensure the panel connection is properly set up. For details, refer to "New Installation? Try the Wizard!", or "Panel Connection Overview".

If you are Prompted to Fix a Data Conflict

If a non-critical data conflict occurs during a 'normal' communications session, you'll be asked to correct the error the first time you select that topic (such as "Users"). In general, you'll be asked to:

- Choose between using a setting from Guardall Director, or a conflicting one at the panel, **or**;
- Edit a value right-away to correct a conflict.

Sometimes, you can choose to **[Decide Later]** on what data to use. In this case, the software data is retained, and the item (user, etc.) will appear with that setting highlighted in a different colour. **Tip:** To correct any conflicts that had been selected as "Decide Later", simply select the applicable area in the tree (such as User), and follow the 'Conflicting Data...' screens that appear. (Click **Refresh** or press **F5** if required.)

Correcting a 'Referential' Data Error

If, for example, authority 'ABC' is deleted in the software, yet User 'Zig' is still assigned to that authority level at the panel, a 'normal' communications session will produce an error, and the update will not occur.

To correct this you can either:

- Find and correct the error, **or**;
- Issue a "Send to Panel" to overwrite the panel's settings with those at the software.

To determine what is causing a 'referential' conflict:

- Find out what was changed at the panel by contacting the (keypad) user/admin. person, **and/or**;
- Refer to "Viewing the Status..." (previous), to determine the type of items that are in conflict, and then access the panel to locate and correct the discrepancy (e.g., assign a valid 'authority' to the specific user, etc.).

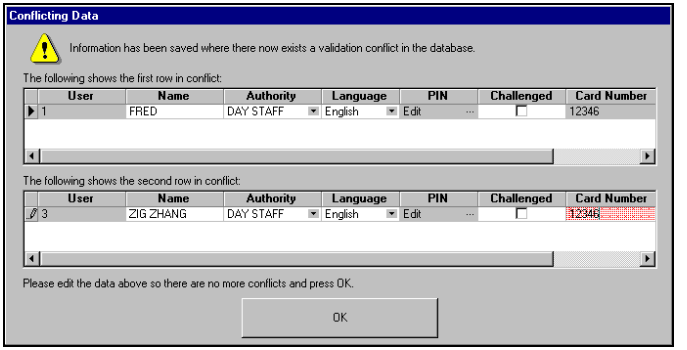
Correcting a 'TAPI' Error

A 'TAPI' error can normally be corrected by shutting down the Guardall Director software, and **restarting** the computer.

With a **new** installation, a 'TAPI' error can also indicate that the 'Direct/Serial Cable Connection' or modem was not been properly set up under MS Windows.

For details on setting up windows serial communications, refer to "Direct-Cable Connection Setup" or "Windows Modem Setup", as appropriate.

Same Unique Value Assigned to two Different Users



Note: Updates done at a system panel (through an LCD keypad) while conflicts are being resolved will be ignored.

How to Get Here

MyTools Bar: Account Status
In the Tree: *YourAccount*, ⇨Account Status, ⇨Status🗀

Note: This feature uses a custom view. (The Form/Grid toolbar-button will not be available.)

Viewing Account Status

To show or hide panels in a panel group, click the small "+/-" square on the left. Then, refer to the item-description for this screen.

Checking Account Status

(≥V4.4)

Related: Flash Firmware 🗀 (>>)

Account Status

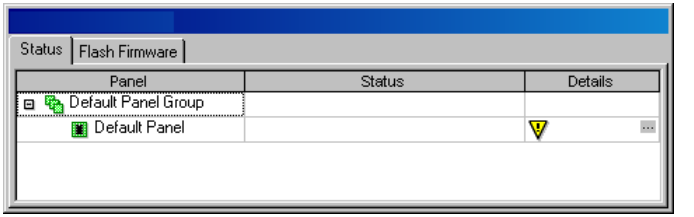
The account status screen shows some status aspects for all panels in your selected account. The listed status elements pertain to communications sessions, panel firmware updates, and configuration errors.

This is useful after a panel update session, and also to help troubleshoot problems with regular communications sessions.

Related: [Communications], ⇨Pending/Online, ⇨[Edit]
🕮 Activating Communications and Transferring Panel Settings

On This Form

YourAccount ⇨**Account Status** ⇨**Status** 🗀



- **Panel:** This lists all panels for the account your are presently 'in', listed by 'panel group'.
  Tip: To show or hide panels in a panel group, click the small "+/-" square on the left.
- **Status:** This shows the status for the last communications or firmware update session.
- **Details:** If present, click the small square (**[...]**) to view additional details (such as the reason that a firmware update didn't occur.)

Note: This screen is generally updated/refreshed only by each new communications session.

Things You Can Do

- **Add a File to the List:** Select **[Add File]**, locate and select the desired file, and click **[Open]**.
- **Remove a File from the List:** Select the file, click **[Remove File]**, and respond to any prompts that appear.
  Note: Removing a file here will also delete it from the "...Director\Flash" subfolder on your PC.

For more information, refer to the item-descriptions for this screen.

Panel Firmware Files, and Updating Panel Firmware (≥V4.4)

Activating Panel Firmware Files

Panel Firmware Files

This screen allows you to 'activate' firmware update files (.FMW)—that is—to make them available to the Guardall Director software.

Tip: Firmware update files (.FMW) can be obtained from your support representative or website. Be sure to keep your source files in a folder that is outside of the Director installation as backups.

How to Get Here

MyTools Bar: Panel Firmware Files
In the Tree: [Management],
⇨Panel Firmware Files

Note: This feature uses a custom view. (The Form/Grid toolbar-button will not be available.)

Current Flash Files

- **File Name:** This shows the firmware files that have been made available (i.e., added) to the Director software.

  Tip: Firmware files will be grouped by high-level' version number (such as "v4.40 or Greater".

- **Description:** This shows specific details on the firmware update file (based on a proprietary file naming convention);

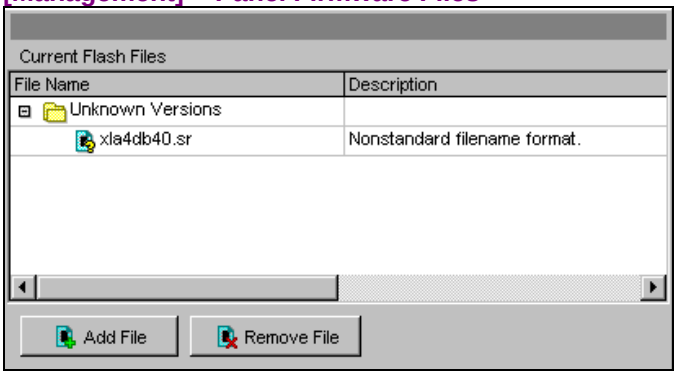
- **[Add File]:** This allows adding a new firmware update file (.FMW) to make it available to the Director software.

  Note: Once 'Added', the files will appear in the "...Director\Flash" subfolder on your PC.

- **[Remove File]:** This allows removing an unneeded file from the list. Respond appropriately when prompted to confirm.

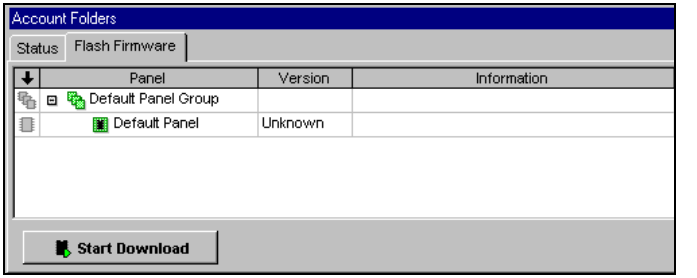
  Note: Removing a file here will also delete it from the "...Director\Flash" subfolder on your PC.

[Management] ⇨Panel Firmware Files



Updating Panel Firmware

YourAccount ⇨**Account Status** ⇨**Flash Firmware** 🗀



Flash Firmware

This screen allows you to update panel firmware from any Guardall Director workstation.

Note: In general, a panel firmware update does not affect configuration data stored at the panel.

Before You Begin

- You and the workstation must have permission for this feature;
- The software must be set/able to communicate with the panel;
- "...Director Communications.exe" must be running—but with no connection to the panel yet.

Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".
Related Topic: Serial Port / Modem Setup (Communications Manager)

How to Get Here

MyTools Bar: Account Status, then select the "Flash Firmware" tab.
In the Tree: *YourAccount*, ⇨Account Status ⇨Flash Firmware 🗀

Note: This feature uses a custom view. (The Form/Grid toolbar-button will not be available.)

Steps

1) Obtain the latest/desired firmware update file (.FMW) from your support representative or website.

2) Ensure this software has been made aware of your new file.
(This is described previously.)

3) Go to: "*YourAccount*, ⇨Account Status", and select the "Flash Firmware" tab.

4) Locate the desired panel, click the small box on the left to select that panel, and then click **[Start Download]**.

Tip: To show or hide panels in a panel group, click the small "+/-" square on the left.

5) Refer to the screen details for **[Start Download]**, and **[Change File]** to finish your selections and start the update process.

6) Watch for status details on-screen as the update progresses.
Tip: If you run into a problem, you can switch to the 'Status' tab to see details on what happened.
Related: Status 🗀
🕮 Checking Account Status

On This Form (Flash Firmware 🗀)

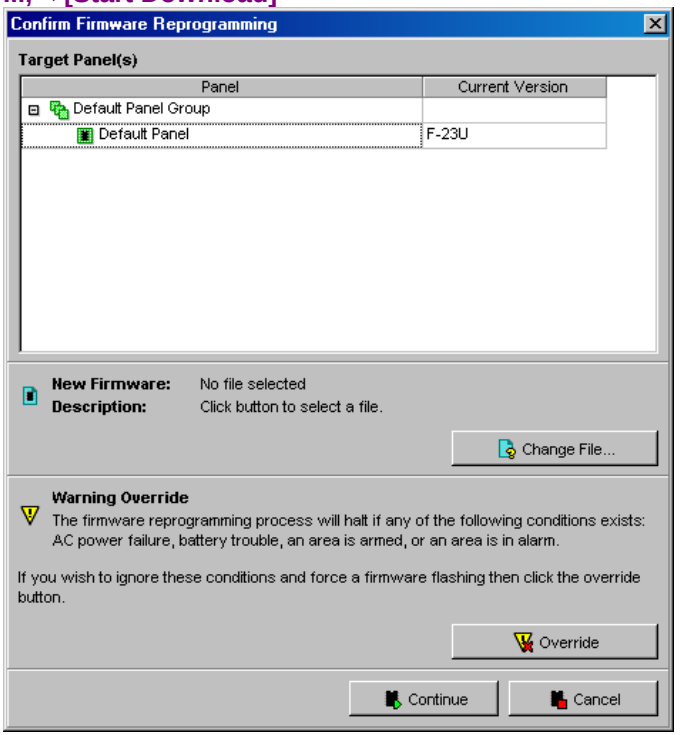
- **1st Column (arrow pointing down):** This is what you click to select a panel in the list.
- **Panel:** This is what you click to select a panel in the list.
  Tip: To show or hide panels in a panel group, click the small "+/-" square on the left.
- **Version:** This shows the firmware revision of the panel—as checked during the last communications session.
- **Information:** This area shows status information while the panel update is in progress.
- **[Start Download]:** This opens another screen to allow selecting a firmware update file, and starting the update process.

On This Form ([Start Download])

- **Panel:** This shows the panel that is to be updated;
- **Current Version:** This shows the firmware revision of the panel—as checked during the last communications session.
- **[Change File]:** Allows selecting or changing the file to use for the panel firmware update.

  Tip: For files to be listed here, they must have been previously added to the Director software. Details previous/above.
- **[Override / Cancel Override]:** This sets whether or not the panel update will continue in the presence of some basic system alarm conditions.
- **[Continue]:** Click this to start the panel firmware update;
- **[Cancel]:** Click this to abort the panel firmware update;

..., ⇨[Start Download]


Confirm Firmware Reprogramming
Target Panel(s)
Panel
Current Version
Default Panel Group
Default Panel
F-23U
New Firmware:
No file selected
Description:
Click button to select a file.
Change File...
Warning Override
The firmware reprogramming process will halt if any of the following conditions exists:
AC power failure, battery trouble, an area is armed, or an area is in alarm.
If you wish to ignore these conditions and force a firmware flashing then click the override button.
Override
Continue
Cancel

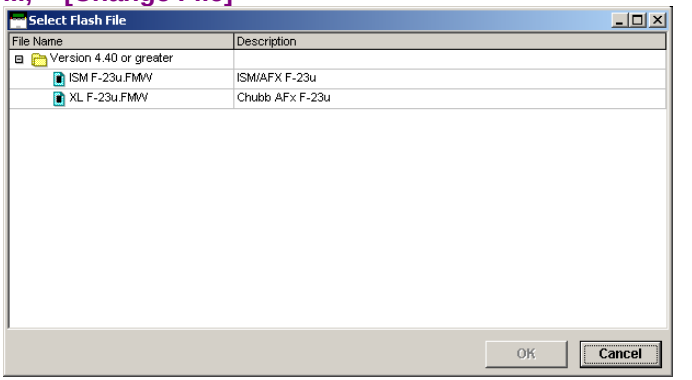
On This Form ([Change File])

- **File Name:** This shows the firmware files that have been made available (i.e., added) to the Director software.

  Tip: Firmware files will be grouped by high-level' version number (such as "v4.40 or Greater".

- **Description:** This shows specific details on the firmware update file (based on a proprietary file naming convention);
- **[OK]:** Confirms your file selection, and returns you to the previous screen;
- **{Cancel]:** Aborts your file change/selection, and returns you to the previous screen (i.e., without doing anything).

..., ⇨[Change File]



Administration and Maintenance

Operators (People Who Can Use This Software)

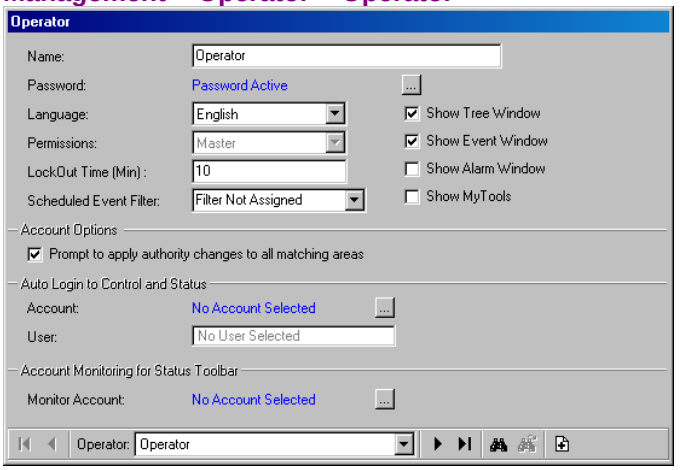
Operators

An operator is a person who has been given the authority to use the Guardall Director software. Each operator is given a 'login' name and password that provide access to specific items and features.

The permission-set assigned to each operator determines what features they can use, and which items will be shown on the desktop.

Also See: "Operator Permissions" (to follow).

Management ⇨Operator ⇨Operator



How to Get Here

MyTools Bar: Operator
In the Tree: [Management], ⇨Operator, ⇨Operator

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*. A red column heading indicates the list is filtered.)

Things You Can Do

- **Add a New Operator:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for an Operator:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*.
- **Delete an Operator:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Cannot Delete while Operator Logged In: Operators cannot be deleted if they are presently logged in (e.g., through a client PC or Director Web Browser connection). From the **Tools** menu, you can check for "Who is Logged In". Also, ensure the web browser (server) service is not running. (Look for its icon on the right-hand end of the Windows taskbar.)

Pick-List (bottom of the form)

- **Operator:** This is where you select an operator to view or edit. This area shows the name of each operator, once defined;

On This Form

- **Name:** The name to be used when this person 'logs' into the Guardall Director software.
- **Password [...]:** Allows setting or changing the password that this operator will have to enter during login. This must be at least 4 chars/digits (e.g., go4it).

  Tips: You must set a password initially (if you leave it blank, the operator will be unable to log in). Be sure to select a memorable password, and/or have the operator change it right away to something they will remember.
- **Language:** The language to be used in menus, screens, and reports while this operator is logged in. (Languages are determined during installation--based on availability.)

  This setting also determines which language-version of the help file will normally appear, although this can

be changed if desired (for the current work-session). For details, look for the **Language** selection from the **Help** menu in the "Desktop Reference".

- **Permissions:** This is a (previously defined) permission-set to be associated with this operator. This determines the features that will be displayed and/or available when this person is logged in.

  Also See: "Operator Permissions" (to follow).

- **Lockout Time (min.):** This sets the duration that the keyboard can remain untouched before the system will automatically lock-out operator access. (This helps to protect against unauthorized access to the system).

  Note: A selection of zero (0) will disable this feature.

  Lockout Mode Details: Refer to "Exiting, Logging Out, or Changing Operators" in the Welcome section.

- **Scheduled Event Filter:** This allows optionally selecting a "scheduled event filter" (defined previously) for this operator--to determine the types of messages they will be able to see on specific weekdays and time-of-day.

  Related Topic(s): Scheduled Event Filtering for Operators

- **Show MyTools / Tree / Event Window:** These set the desktop portions that will appear initially when this operator logs in.

  Each operator can change this (after logging in) by selecting the desired items on the main toolbar.

  The operator who is logged in can save any such desktop changes by opening the **View** menu, selecting **Desktop Settings**, and then **Save**.

- **Show Alarm Window:** This splits the monitoring window into two 'panes', with unacknowledged alarms appearing separately in the top 'pane'.

  Tip: This is available only after selecting “Show Event Window”.

  Related Topic: "Monitoring System Activity"

Account Options

- **Prompt to Apply Authority Changes to All Matching Areas:** If selected, this operator will be given the opportunity to have authority changes apply to all areas with the same settings (within the authority being edited) each time they begin making changes. Otherwise, changes will apply only to selected areas.

  Related Topic: "Authorities for Users/Entrants".

Auto-Login to Control and Status

- **Account [...]:** When "Control and Status" is selected in the tree for a specific account, the operator is normally required to 'login' with a user ID and PIN. If an account is selected here, this operator will be automatically logged in as the user selected below when they open "Control & Status" for this specific account.

  Tip: For a system with only one account, this selection is automatically set for you. Note: This selection is **not** supported with the default highest-level operator ("Operator").

- **User:** The auto-login feature will log the operator into "Control & Status" as the user selected here. (Select the user-record pertaining to this specific operator.)

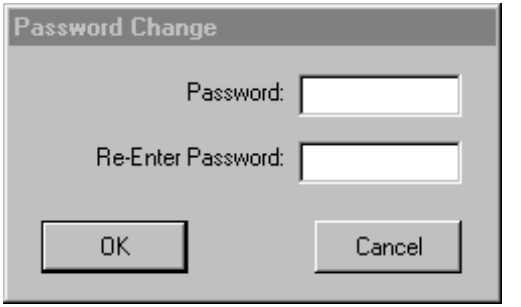
Account Monitoring for Status Toolbar

- **Monitor Account [...]:** This sets the account to be monitored by the status toolbar when this specific operator is logged in.

  This selection can also be changed at any time through the **[Monitor]** button on the toolbar. **Tip:** For a system with only one account, this selection is automatically set for you.

  For details on the status toolbar, refer to "Using the Status Toolbar".

Setting or Changing an Operator's Password



Quickly Changing Your Password

Open the **File** menu, and select **Change Password**. Then, enter the new password, press **Tab**, enter the password a second time, and press **Enter** (or click **OK**).

Changing the Password for any Operator

Select **Operator** from your MyTools bar, **or** click **[Management]** in the 'tree', open the **Operator** branch, and select **Operator.**

Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

In 'Forms' view, select the desired operator at the bottom of the window. **Tip:** You can also use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*).

(In Grid view, locate the desired operator in the list.)

Now, click the **[...]** next to "Password". When the next screen appears, enter the new password, press **Tab**, enter the password again, and press **Enter** (or click **OK**).

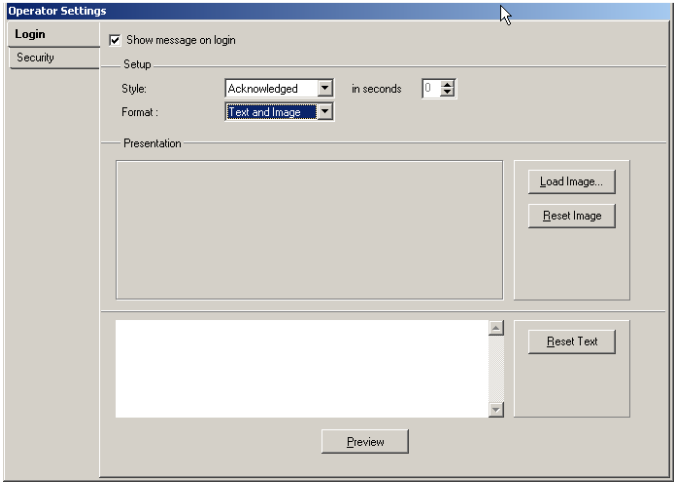
If the desired operator is not listed, this means you do not have the authority to change their password.

- **Password:** The desired/new password for the operator.
- **Re-enter Password:** Enter the same password again (this helps protect against typing errors).
- **[Ok]:** Confirms the new password.
- **[Cancel]:** Aborts the password-change (keeps the previous one).

Be sure to select a memorable password, and/or have the operator change it again to something they will remember.

Operator Settings (v4.6)

[Management], ⇨Operator, ⇨Operator Settings, ⇨Login 🗀



Operator Login Message Screen

An image and/or text message can be set to appear each time any operator logs in. This can be set/changed when desired by other operator(s) with the required permission. This provides an easy way for authorized operators to leave messages for operators arriving for the next shift or day. As well, the message can be set to display for a certain length of time, or remain until each specific operator acknowledges the message screen.

This screen allows entering a text message and/or assigning an image file to appear as a login message the next time each operator logs in.

File Types Supported: Common types of image files are supported including BMP, JPEG, and WMF. Click [Load Image] for details.

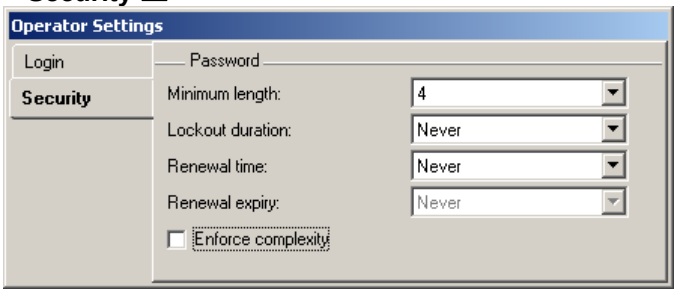
Notes: For a multi-server login, this feature will operate only for the first server listed during login. This feature requires "Operator Options" permission.

Enhanced Operator Password Security

Operator password security has been enhanced through allowed characters, optional requirement to change the password periodically, and a configurable lockout feature has been added.

Also See (Not to be Confused With): "The Auto-Lockout Feature" in the "Welcome" section of the Director online help or User's Guide.

[Management], ⇨Operator, ⇨Operator Settings, ⇨Security 🗀



This screen allows configuring various items pertaining to password security.

Note: Requires "Operator Options" permission (for the operator, and the workstation).

- **Minimum length:** The shortest length (number of characters) allowed for an operator password;
- **Lockout duration:** Can be set to "Never" (Disables the lockout feature), one hour, or "Permanent" (operator will remain locked out until their password is changed by an operator with "Operator Edit" permission);

  Note: The lockout feature blocks access to an operator after 3 incorrect login attempts in a row (i.e., wrong password).
- **Renewal time:** How long before operators will be prompted to change their password. (Never, or every 30/60/90 days);
- **Renewal expiry:** How long before their present password expires after the renewal time is reached.
  (Never, or after another 30/60/90 days);

  Note: If an operator's password expires, that operator will be locked out until an operator with "Operator Edit" permission logs in and changes the specific operator's password (same as permanent lockout).
- **Enforce complexity:** If selected (✓), operator passwords: • must include letters and numbers; • are upper/lower case sensitive; • cannot include 3 consecutive letters or numbers (e.g., abc or 123); • cannot match the login name (any upper/lower case); • cannot match the previous (present) password.

Operator Permissions

Muti-Account Systems: Operator permissions are associated with account folders--allowing different types of permissions to be assigned to groups of accounts. **Accounts and account folders need to have been set up appropriately.** For details, refer to "Working with Accounts and Folders" (near the beginning of the Configuration section). Client/Server Systems: Permissions can also be **assigned for each specific client workstation**. In this case, each operator will be able to use only the features that are assigned to them **AND allowed for their workstation**.

See: "Client/Server Access and Permissions".

In the same way that user authorities determine what users can do, "operator permissions" determine the items and features that groups of operators will be able to use.

For each specific item, click once to assign **view** permission (magnifying glass), or click again to assign view and **edit** permission (pencil). If you click a 3rd time, this will clear the selection.

Tip: Some suitable 'templates' (permission types) are provided to give you a quick starting-point.

Permission to Use the **Wizards**: To use the configuration and communications Wizards (Tools menu), your operator permissions must grant "Permission Type: All permissions" for the specific account folder.

Related Topics: "New Installation? Try the Wizard!"

Technical Note: An operator cannot edit their own permissions, or assign settings they don't have to another operator. Items that are not available will either be not displayed, or grey in colour.

How to Get Here

MyTools Bar: Operator Permissions
In the Tree: [Management],
⇨Operator, ⇨Operator Permissions
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Things You Can Do

- **Add a New Permission-Set:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Permission-Set:** Click the 'binoculars' symbol. Then, enter the name and click [Find].
  Tip: You can search by name or the 1st few characters--e.g., nam*****.
- **Delete a Permission-Set:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.
  Before Deleting: Only unused permission-sets can be deleted. (Go to the **Operator** screen, select grid view, and check for the specific permission-set.)

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

Right-click Menus

"Right-Click" means using the mouse button farthest from your body (unless you left-handed, but using a right-handed mouse).

Right-clicking near the top of the Form

- **Cut Permission:** Copies the folder's permission settings into memory, and reverts the folder to its parent folder's settings (i.e., for a folder marked with a green square).
- **Copy Permission:** Copies the folder's permission settings into memory.
  Note: The "Cut", "Copy", and "Paste" functions do NOT use the Windows clipboard.
- **Paste Permission:** Applies previously cut or copied permissions to the specific folder. (See "Attention", to follow).
  Tip: The copy and paste functions allow transferring settings between operator permission-sets.
  Attention: Pasting permissions for **ANY** folder with NO green square will affect **ALL** folders in that permission-inheritance family (including the parent).
- **Delete Permission:** Reverts the folder to its parent folder's permission settings (i.e., for a folder marked with a green square).

Right-clicking An Account Folder (2nd tab)

- **Cut all Permissions:** Copies permission settings for all account folders into memory, and then deletes the whole permission-set.
  Tip: You will be prompted to confirm the deletion.
- **Copy all Permissions:** Copies into memory the permission settings for all account folders within a permission-set.
- **Paste all Permissions:** Applies previously cut or copied permissions to all folders within a permission-set.
- **Add New all Permissions:** Creates a new (blank) permission-set. (Same as clicking **[+]**, or selecting "New Permissions" at the bottom of the form).
- **Delete all Permissions:** Deletes the whole permission-set.
  Tip: You will be prompted to confirm the deletion.
- **Find** and **Find Next:** Allows searching for a permission-set by name (same as the 'binocular' symbols at the bottom.

Pick-List (bottom of the form)

- **Operator Permissions:** This is where you select a permission-set to view or edit. This area shows the name of each permission-set, once defined;

Top of the Form

- **Name:** A suitable name/description for this operator permission group (such as "Daily Admin")

🗀 Common Permissions 🗀

- These are permissions pertaining to the entire system (such as editing operators, backing up the database, etc.);

Multi-**Account** Systems: These selections are always present—regardless of which account folders are selected in the next tab.

Operator Permissions: This pertains to working with operator permissions **and** scheduled event filters (both under "Operator" in the tree).

Shared Account Permissions: These pertain to users and/or holidays to be shared across multiple accounts.

Related Topic: Users and Holidays Shared Across Multiple Accounts

🗀 Specific Permissions for *Selected Folder* 🗀

Settings on this tab pertain to the specific account folder selected.

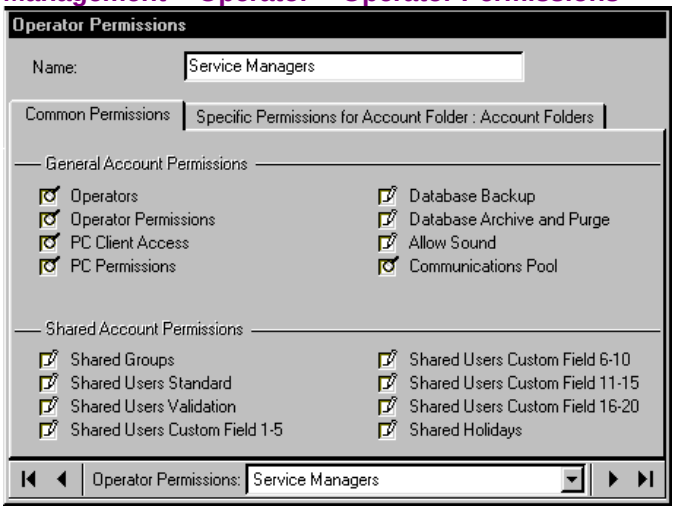
Tip: Use your mouse to 'scroll' through the settings.

(Multi-Account Systems) Account Folder Selection Area: For a multi-account system, the left side of this form allows selecting a folder (parent or individual) to be associated with permissions that you select thereafter.

If nested account folders have been set up, subfolders start out with the same permissions as the 'parent' folder, and can be changed manually, as desired (a **green square** indicates changes have been made). Inherited settings for subfolders (NO green square) will be changed automatically by changing settings for the parent folder.

Pale/Faded-Looking Folder: This means no permissions are selected.

Management ⇨Operator ⇨Operator Permissions



Legend/Reminder:
Magnifying Glass: Permission to **view** the item.
Edit Only (question mark with pencil): Permission to make a draft/pending edit that will not take effect until approved by another operator with "Approve and Save" permission.
Approve and Save (✓): Permission to approve and save changes made by someone with "Edit Only" permission.
Pencil: Permission to view and add/delete/**edit** the item.

Permission Type (Sample Templates)

- **Name:** This provides sample permission 'templates' as a starting point for common types of operators.

Tip: Make your selection here first. Then use your mouse to scroll within the form (to see all items), and make any changes as desired. (Your permission template name will change to 'Custom' when you start making changes.)

To Give Permission to use the **Wizards** (Tools menu): Select "All Permissions" (and **[Save]** without making any changes).

- **Global Account Permissions:** Management tasks such as editing users, schedules, holidays, etc., plus working with guard tours.

Edit Accounts/Account Folders: For systems with multi-account licensing, this setting determines whether or not the specific operators will be able to edit the account folders and account names in the tree. **Tip:** To hide the account-folders portion of the 'tree' for operators with permission for only one account, ensure this is NOT selected.

USER permissions (various): These pertain to individual tabs on the "Users" screen. "User Custom Field 1-5" (etc.) allows viewing or editing those specific

fields. "Custom Fields" permission (only) is needed to initially define any of the custom user fields.

- **Panel Configuration Permissions:** Selections pertaining to setting up areas, and the physical items in a system (sensors, doors, etc.)
- **Control and Status:** Selections pertaining to viewing status or controlling various items, plus filtering the monitoring window, and monitoring guard-tours.
- **Reports:** Issuing the various types of reports: Activity reports, viewing or printing programmed settings (panel config.), etc.

  Panel Config. Reports: This requires the specific panel configuration permissions as well.
- **Communications:** Selections pertaining to panel communications, monitoring, status/control, and "Visual Director" (maps and cameras) -- ≥V4.0 software.

  Control and Status: Controlling items also requires the specific device control authorities associated with the **user** you log in as when opening the "Control & Status" feature. For details, refer to "Authorities for Users/Entrants".

Notes (v4.6):

A 'draft/pending edit can be changed only by the same operator, and will be visible/displayed only for that operator plus any operators with applicable "Approve and Save" permission.

Operators with "Approve and Save" permission will be given the option to approve or cancel any applicable draft user and operator edits when they view those screen(s)—in either forms view or grid view. These operators cannot add or edit operator or user data themselves though.

Permission classes can be selected for User topics only as follows: • If any are "Approve and Save", then all tabs must be set to this; • If any are "Edit Only", other allowed choices are "View Only", and "Unauthorized".

Operators with "Edit and Save" permissions can assign any permission 'class', while "Edit Only" operators can only add or edit operators with the same permission, "View Only", or "Unauthorized". Similar restrictions apply to any operator editing operator permissions.

Changes made by an operator with full "Edit and Save" authority will overwrite any draft/pending edits pertaining to the same operator or user **ID number**. The operator will not be aware of this since the draft/pending edits will not be shown to them. As such, "Approvals" versus "Full Edit" administrative sessions should be managed accordingly.

Scheduled Event Filtering for Operators

Introduction

Scheduled event filtering allows setting the types of messages each operator will be able to see during vs. outside of specific times.

Notes: • Operators with "Events Filter" permission will be able to temporarily override the scheduled filter settings; • Setting up this feature requires "Operator Permissions" permission; • You can set up any number of scheduled event filters (i.e., up to one for each operator, if desired); • When scheduled event filtering is in effect for the present operator, a clock symbol will appear on the **[Filter]** button at the bottom of the monitoring window.

Related Topic(s): • Limiting the Window to Show Only Specific Messages (Sorting and Filtering); • Operator Permissions

Setting up Scheduled Event Filters

1) Select **[Management]** in the tree.
2) Open the **Operator** branch (click the [+], or double-click "Operator"), and select **Scheduled Event Filter**.
3) Refer to the selection-descriptions for this screen while making your selections.

   Note: 'Grid' view does not apply to this screen.

Assigning Scheduled Event Filters to Operators

Once the "Scheduled Event Filters" have been set up, go to the **Operator** screen, and ensure one is assigned to each operator, as desired.

Related Topic(s): See the section on "Operators", previous.

Pick-List (bottom of the form)

- **Scheduled Event Filter:** This is where you select a "Scheduled Event Filter" to view or edit. This area shows the name of each filter/profile, once defined.

Top of the Form

- **Name:** Enter a suitable name/description for the scheduled filter profile here.
- **Account:** This is the account that this event filter will be used with (allows the software to display the correct device names, etc. in the selections that follow). Click **[...]** to change this setting.

Note: Scheduled event filters are intended for use with individual accounts. If the operator logs into a different account, filtering selections that pertain to specific items (areas, doors, etc.) will apply to the items at the same ID number in that account.

In Window Filter

This pertains to event filtering for associated operators **during** the times set under **Schedule**.

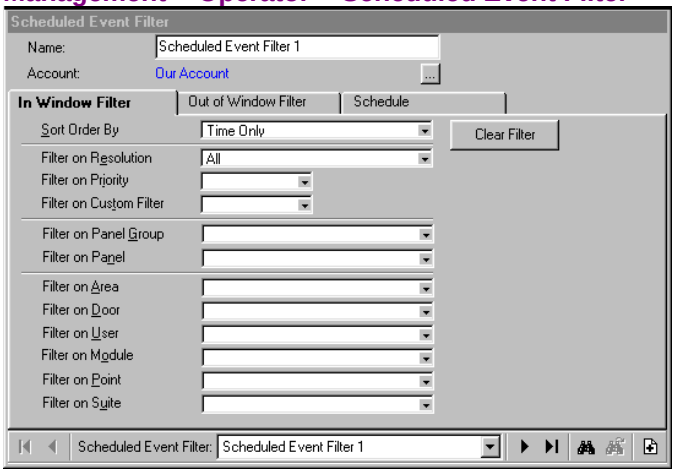
- **Sort Order By:** This allows listing messages in order by date/time only, or showing 'unresolved' (and higher priority) events first.

- **[Clear Filter]:** Removes all filters--i.e., returns to the factory settings (and closes the 'filter' window).
- **Filter on Resolution:** This lets you have the list include events depending on whether or not they have been 'resolved' (i.e., dealt-with).

  All: This shows all events--including ones not associated with the comment/resolution feature (i.e., not set as 'resolvable').
- **Filter on Priority:** This allows limiting the window to show only events of a desired priority value (or range).
- **Filter on Custom Filter:** This allows limiting the window to show only events of a desired 'custom-filter' value (or range).

  Also See: To assign priorities, 'Custom Filter' values, and other parameters, refer to the configuration topic: "Customizing How Events are Displayed".

Management ⇨Operator ⇨Scheduled Event Filter



- **Filter on Area, Door, etc:** For events pertaining to a specific person or door, etc., select the desired item(s) here.

Out of Window Filter

This pertains to event filtering for associated operators **outside of** the times set under **Schedule**.

For details on the various selections, refer to **Scheduled Filter**, previous/above.

Schedule

- **Days of the Week** (with Associated Time-Intervals): The days of the week showing the time intervals for each day. (To add an interval, right-click the specific day. To adjust an interval, drag the interval and/or its end-points to the desired position.)

  Tips: You can copy and paste (or delete) time intervals using the right-click menu. Up to 6 unique time-intervals can be applied as desired throughout the weekdays in the schedule for each filter profile.

  Work Shift that Spans Midnight: In this case, each day will need two intervals to cover the times before and after midnight.
- **On Holidays**: This allows you to set how scheduled event filtering will operate on defined holidays. (Scheduled as usual, or have one of the filter 'tabs' in effect for the entire day.)

  Related Topic(s): Holidays and Time-Change Dates

Schedules for User-Access and Area Automation

Schedules

Schedules are customizable time-windows for an account that can:

- Allow areas to 'open' (disarm), and 'close' (arm) automatically;
- Set times when authorized entrants will be able to enter assigned areas;
- Allow doors to unlock & relock, and/or change their operating criteria automatically.

On defined holidays, schedules can be blocked, or customized to meet your specific needs. If custom times are desired, additional schedule(s) must be set up. (See the "Holiday Schedules" description for details.)

User authorities can be set to allow 24-hr access (including holidays) without the need to set up a "24-hr" schedule). **Related Topic:** "Authorities for Users/Entrants".

How to Get Here

MyTools Bar: Schedules
In the Tree: ***YourAccount***, ⇨Schedules
Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Things You Can Do

- **Add a New Schedule:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.

  Tip: You can copy all settings for a schedule, and paste them into another one: Right-click the 1st one (near the bottom if in 'Forms' view), and select **Copy**. Then, select a blank/new schedule from the list, right-click again, and select **Paste**. After 'pasting', change the name and any settings as desired.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Schedule:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*****.
- **Delete a Schedule:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Before Deleting: Only unused schedules can be deleted. (Issue reports, OR go to the screens for **'Areas', 'Doors', 'Authorities', and 'Schedules'**, select grid view, and check for the specific schedule.)

  Related Topic(s):
  - Reporting on Users, System/Device Settings, etc.;
  - Working with the Report Viewer

Working in the Forms View

In forms view, the schedule is shown graphically, for Sunday through Saturday. Add a new time-interval by right-clicking a specific day, and selecting **Create New Time Interval**. Then, drag the interval and/or its end-points to the desired location. **Tip:** Copying, pasting, and deleting is also allowed when you right-click a specific time-interval.

Repeat this process until the desired times are set up for all days in the schedule. (You can use up to 6 unique time intervals throughout each schedule.)

Working in the 'Grid' View

In 'Grid' view, the focus is on the separate time-intervals, and the days each one is used. For each required time interval, enter the start and end time, and then select the days it will be used (tab & space-bar, or mouse-click). **Tip:** Times can be entered as 0010-2350 (the colon and leading zeros are inserted automatically for your convenience).

Repeat this process until all required time intervals have been set up.

Pick-List (bottom of the form)

- **Schedule** (bottom of form)**:** This is where you select a schedule to view or edit. This area shows a reference number assigned by the system, and the name of the selected schedule, once defined;

Top of the Form

- **Name:** A suitable name/description for the schedule, or its intended use;

Intervals

- **Days of the Week** (with Associated Time-Intervals): The days of the week showing the time intervals for each day. (To add an interval, right-click the specific day. To adjust an interval, drag the interval and/or its end-points to the desired position.)

  Tips: You can copy and paste (or delete) time intervals using the right-click menu. Up to 6 unique time-intervals can be used as desired throughout the weekdays in each schedule.

Split Shift: Be sure to include an interval for after a meal break—assuming the break is not part of the 'required attendance' times.

Work Shift that Spans Midnight: It's simplest to use grid view, entering the start and stop times in the order they occur (e.g., Start time: 23:00, Stop time: 07:00), and select the weekdays pertaining to the **start** time.

Holiday Schedules

- **Start of Holiday:** This allows selecting whether holiday operation will begin at midnight, or not until this schedule expires (i.e., for time-intervals that span midnight).
- **Schedule on Type 1/2/3 Holidays:** How the schedule will treat each type of holiday (No access / as regular weekday / 24 hr access, or as per the times in another schedule).

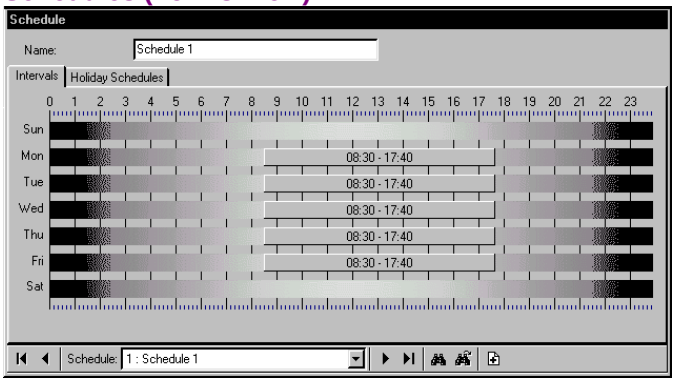
  Tip: Pause the mouse cursor over a Schedule in the list to view the associated times.

  For details on setting up holidays, refer to "Holidays and Time-Change Dates).

Note: For schedules assigned **only** within other schedules (for use on holidays), this setting will be ignored.

Grid View

Schedules (Forms View)



- **Schedule:** A reference number assigned by the system;
- **Name:** A suitable name/description for the schedule, or its intended use;
- **Interval:** A reference number for the unique time interval (1-6);
- **Start** and **Stop:** The time that the specific time-interval begins or ends (the interval is 'active' between these times). Times are entered as 0010-2350 (the colon and leading zeros are inserted automatically for your convenience);

Split Shift: Be sure to include an interval for after a meal break—assuming the break is not part of the 'required attendance' times.

Work Shift that Spans Midnight: It's simplest to use grid view, entering the start and stop times in the order they occur (e.g., Start time: 23:00, Stop time: 07:00), and select the weekdays pertaining to the **start** time.

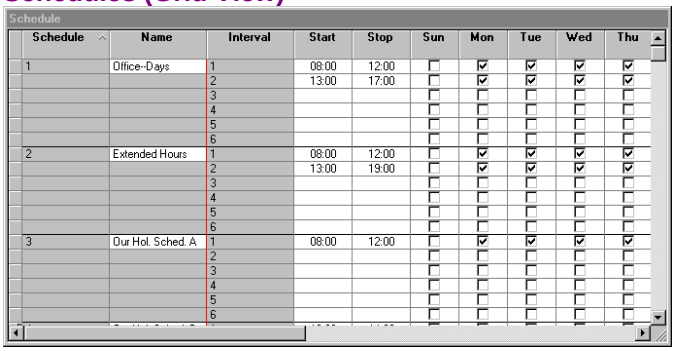
- **Start of Holiday:** This allows selecting whether holiday operation will begin at midnight, or not until this schedule expires (i.e., for time-intervals that span midnight).
- **Days of the Week:** The weekdays during which the time interval will take effect. (Use **space-bar** to toggle; **Tab** to select next.)
- **Holiday 1/2/3 Schedule:** How the schedule will treat each type of holiday (No access / as regular weekday / 24 hr access, or as per the times in another schedule).

Tip: Pause the mouse cursor over a Schedule in the list to view the associated times.

For details on setting up holidays, refer to "Holidays and Time-Change Dates).

Note: For schedules assigned **only** within other schedules (for use on holidays), the times set for the applicable weekday will be used (nested holiday-schedule settings will be ignored).

Schedules (Grid View)



Holidays and Time-Change Dates

Holidays (and/or time-change dates) Shared Across Multiple Accounts: Beginning with Director V4.20, groups of holidays can be set up once, and then applied to multiple accounts. For a shared holiday, changes made here will affect multiple accounts. To set up or change a 'shared holiday', refer to "Users and Holidays Shared Across Multiple Accounts".

Holidays

Holidays are defined dates for an account that:

- Automatically change the system time between Daylight Savings Time and Standard Time on the applicable days, **or**;
- Allow blocking or setting different times for scheduled features on these dates (area openings, user access to doors, and automated door unlockings).

Exception: Users with "24-hr" access and 'disarm' authority for the specific area can gain entry on holidays. For details, refer to "Authorities for Users/Entrants".

Holiday Deployment: See the "Holiday Type" selection for details on system operation during holidays.

Guardall Director supports 32 'holidays', with the 1st two reserved as the dates to switch between 'Daylight-Savings' and 'Standard Time' (optional).

In Grid View, Small 1st Column with Blue Boxes: Blue rectangles indicate holidays that apply to multiple accounts (shared holidays).

Related Topic: "Users and Holidays Shared Across Multiple Accounts".

How to Get Here

MyTools Bar: Holiday/Daylight Savings
In the Tree: ***YourAccount***, ⇨Holiday/Daylight Savings
Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Things You Can Do

- **Add a New Holiday:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.

  Tip: Also see "Daylight-Savings/Standard Time", to follow/below.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Holiday:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*.
- **Delete a Holiday:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*. A red column heading indicates the list is filtered.)

Daylight-Savings/Standard Time

Daylight Savings: Holiday 1;
Standard Time: Holiday 2.

If not listed, click Filter on the toolbar.

Note: You must also ensure the time is correct for your PC/Windows and panel(s). Related Topic: "Set the Panel Date/Time…"

To cancel the Daylight-Savings / Standard-Time changes, delete Holiday #1 or #2, or set one of them as "Disabled".

Pick-List (bottom of the form)

- **Holiday/Daylight Savings** (bottom of form)**:** This is where you select a holiday to view or edit. This area shows a reference number assigned by the system, and the holiday name, once defined;

Holiday/Daylight Savings

On This Form

- **Name:** A name or suitable description for the holiday or time-change date. (The description for holidays 1 & 2 are fixed as "Daylight Savings Time" and "Standard Time").

  Daylight-Savings / Standard Time: For holidays 1 and 2, this lets you enable or disable the daylight-savings feature.
- **Shared Group:** For holidays that apply to multiple accounts (shared holidays), the name of the shared-holiday group appears here;

  Related Topic: "Users and Holidays Shared Across Multiple Accounts".

- **Holiday Type:** This can be set as "No Access", or type 1, 2, or 3. This allows, for example, access to be blocked (and areas to be fully 'armed') on certain holidays, with access being allowed during limited times on other holidays, as per your requirements.

  The 'Holiday Type' setting does not appear for holiday 1 & 2 (i.e., the dates to switch between standard-time and daylight-savings time).

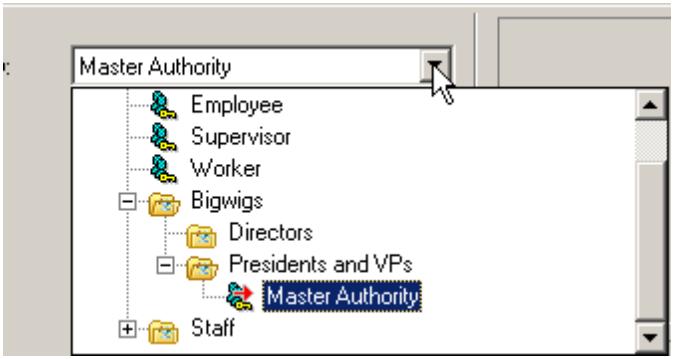
  No Access: Blocks user-access and all scheduled features during the holiday (as if all schedules have no valid times on that day). Exception: This setting does not affect scheduled event-filtering for operators. (Holiday operation is defined separately for event filters.)
  Ref: [Management], ⇨Operator, ⇨Scheduled Event Filter 🕮 Scheduled Event Filtering for Operators

  Type 1, 2, or 3: How these days are handled is determined by the holiday settings within each schedule. Ref: (My Account) ⇨**Schedules** 🕮 Schedules for User Access and Area Automation (previous).

Date

- **Month:** The month for the holiday or time change.
- **Day:** The day for the holiday or time-change.

For holidays 1 and 2 (i.e., the dates to switch between standard-time and daylight-savings time), this changes to an "Xth weekday" selection.

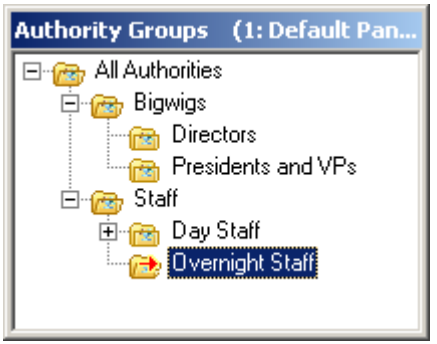


Authority Groups to Manage Large Numbers of Authorities (v4.6)

YourAccount, ⇨Authorities, ⇨Authority Groups

This allows setting up a 'tree' or 'folder' structure for managing authorities. This feature is especially useful if you have a lot of Authorities, or can simply be ignored if you don't.

This feature uses forms view only (grid view does not apply).



Steps:

1) Set up the "Authority Group" folders and subfolders as desired;

Tip: When creating (Adding) an authority group, right-click the folder/group you wish to place the new one into, and select "Add Authority Group". For other actions (delete, rename, etc.), right-click the specific authority group itself.

2) Set up authorities and/or assign existing ones to the desired location/group in the "Authority Group" structure;

3) Thereafter, for Users, when assigning an authority to each user ("System Authority" or "authority plus"), the authorities will be listed within the defined "Authority Group" structure to make it easier to find a desired one.

Tip: Authorities are shown in the root/parent Authority Group first, followed by children/subfolders, with folders on each level shown in alphabetical order. (So, renaming the parent Authority Group will not change its position in the 'tree', but renaming any child Authority Group WILL change its location in the tree based on alphabetical sorting with other Authority Groups at the same 'Level' in the 'tree'.

YourAccount, ⇨Authorities and *YourAccount*, ⇨Users

If you have an authority group tree/structure set up, it will be available to the Authority screen (when assigning an Authority Group), and the Users screen (when selecting the "Master Authority" on the Standard tab, or "Authority Plus" on the Validation tab).

Simply click on the "+" or "-" to the left of a desired Authority Group folder to view or hide each folder's contents, and make your selection.

Authorities for Users/Entrants (≥V4.4)

Attention: Beginning with V4.4, area selection has been redesigned, and clicking an area in the tiny leftmost column causes settings to be copied to match the area(s) already selected. See "Selecting Areas" before you proceed.

Users Shared Across Multiple Accounts: Beginning with Director V4.20, groups of users can be set up once, and then applied to multiple accounts. This involves reserving blocks of authorities for shared users, assigning authority ID#s to specific shared users, and defining appropriate authorities (at the correct ID#s) for each account. For details, refer to "Users and Holidays Shared Across Multiple Accounts".

User-Authorities for an Account

Authorities determine:

- When and where blocks of users will be able to enter controlled areas, and;
- Which tasks they will be able to perform:
  + At system keypads, and;
  + In the "Control & Status" screens, and;
  + Per items on maps (Visual Director) **≥V4.0**.

For an operator to control items through this software, they must also have "Control and Status" permission.
Related Topic: "Operator Permissions".

Reference Notes:

Authorities are defined here, and then assigned to individuals through the Users screen.
Related Topic: "Users (Entrants / Panel Users)"

Authorities also determine which Control & Status selections will be accessible to each operator (since 'Control & Status' requires entering a valid user ID+PIN).

Suite-Security Keypad authorities are selected in the screen for each specific user. For details, refer to the section on "Users".

Additional authorities (and users) would typically need to be set up for a 'Panic Token' application. For details, see "**Panic Token**" under "🗀 **Access** 🗀", to follow.

Default Authorities (≥V4.4)

Five default authorities are provided as a starting point (associated with the default area).

Master:

Intrusion: Emergency Off, Isolate, Bypass, Auto-lift Bypass, Service Test, Test, Silence Alarm, Status, History, Function key, Work Late, Suspend Schedule, Arm/disarm to On/Off/Stay, Token disarm (to Off, all areas);
Access: Access when Area is Off/On/Stay, Master Override, Reset Door Alarm, Door command, Class A, Class B, Class C.

Supervisor:

Intrusion: Emergency Off, Isolate, Bypass, Auto-lift Bypass, Test, Silence Alarm, Status, History, Function key, Work Late, Suspend Schedule, Arm/disarm to On/Off/Stay, Token disarm (to Off, all areas);
Access: Access when Area is Off/On/Stay, Escort, Reset Door Alarm, Door command, Class A, Class B, Class C.

Employee:

Intrusion: Silence Alarm, Status, Work Late, Arm/disarm to On/Off/Stay;
Access: Access when Area is Off/On/Stay, Door command, Class A, Class B, Class C.

Worker:

Intrusion: Status, Arm to On;
Access: Access when Area is Off/On/Stay, Class A, Class B, Class C.

Cleaner:

Intrusion: Silence Alarm, Status, Work Late, Arm/disarm to On/Off/Stay;
Access: Access when Area is Off/On/Stay, Class A, Class B, Class C.

How to Get Here

MyTools Bar: Authorities
In the Tree: ***YourAccount***, ⇨Authorities
Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode. (Here, grid view is for viewing purposes only.)

Things You Can Do

- **Add a New Authority:** Click **[+]** at the bottom of the form, or right-click the blank area near the top of the form and select "**Add New**" from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for an Authority:** Click the 'binoculars' symbol. Then, enter the name and click **[Find]**.

  Tip: You can search by name or the 1st few characters--e.g., nam*****.

- **Delete an Authority:** Right-click the blank area near the top of the form, and select "**Delete**". When prompted to confirm, select Yes.

  Before Deleting: Only unused authorities can be deleted. (Go to the **Users** screen, select grid view, and check for the specific authority.)

  Related Topic: "Users (Entrants / Panel Users)".

Working in Grid View: Here, grid view is for viewing purposes only. You can: • Use the scroll bar at the bottom to view additional items; • Click a column heading to sort on that column; • Click again to reverse the sort-order.

Working in the Authority Screen

- Add or select an authority as described previously;
- Select area(s) on the left (details to follow), and then select your desired items in the tabs on the right to apply to your selected area(s).
  Elevator Readers: Be sure to consider areas associated with elevator readers is well (if applicable).
- Repeat for other groups of area(s) for which different authorities are to apply.

Note: Selecting in the tiny 1st column on the left allows selecting multiple areas, and also copies present settings (if any) from your presently selected area(s) into each additional area you select. Exception: If the newly-selected area already contains selections, you will be prompted to confirm (or abort) the operation. Similarly, changes may be applied automatically to other areas with the same authority selections—with or without an optional confirmation prompt on the first edit—which is selectable for each operator.

This prompting can be turned off if desired.
Related: ⇨[Management, ⇨Operator, ⇨Operator
📖 Operators (People Who Can Use This Software)

Indications:

- Blue square: An area with some items selected in the authority you are working in.
- Grey square: An area with no items selected in the authority you are working in.
- An "=" in the tiny first column: Areas with the same authority selections as your presently selected one(s);

Selecting Areas

Using the tiny 1st Column on the Left:

Look carefully at the top of the area selection window, and you'll see a tiny first column on the left.

- This lets you select multiple areas, and then make authority selections for groups of areas at the same time;

  Note: This also copies present settings (if any) from your presently selected area(s) into each additional area you select. Exception: If the newly-selected area already contains selections, you will be prompted to confirm (or abort) the operation. Similarly, changes may be applied automatically to other areas with the same authority selections—with or without an optional confirmation prompt on the first edit—which is selectable for each operator.

  This prompting can be turned off if desired.
  Related: ⇨[Management, ⇨Operator, ⇨Operator
  📖 Operators (People Who Can Use This Software).

Using the 2nd column ("Area Select"):
This is the column within the area section window that includes the name of each area.

- Selects one area at a time;
- Allows seeing which other areas have the same authority selections ("=").
- A button will appear at the bottom allowing you to "Select All Matching Areas" (when applicable).

Tip: This also provides a way to 'shift focus' from one block of areas to another (i.e., select the first one for the new grouping here, and then go back to the small 1st column to select the rest of the desired areas).

Other things You can Do

- Select, clear, or 'invert' all settings within a tab on the right:
  Details: With the desired tab selected on the right, right-click a blank area therein, and then select from the pop-up menu.
- Copy all settings from one area to another (within the same authority):
  In the Area selection window: In the tiny 1st column on the left, select the source area, then the 'target' area, and select **[Yes]** if asked to confirm.

  From within a tabbed form: Right-click a blank area within the desired tab of the source area, and select "Copy Area"; Use the 2nd column (Area Select) to select the 'target' area, and then select the desired tab; Right-click a blank area and select "Paste Area".
- Copy all areas and selections from one authority to another as a starting point:

Details: Right-click the 1st one (a blank area above the 'tabs' in 'Forms' view), and select **Copy**. Then, select a blank/new authority from the list (or other desired authority), right-click near the top as before, and select **Paste**. After 'pasting', change the name and any settings as desired.

Pick-List (bottom of the Form)

- **Authority:** This is where you select a user-authority to view or edit. This area shows a reference number assigned by the system, and the name of the selected authority, once defined;

Top of the Form

- **Name:** A suitable name or description for the authority (e.g., Managers);

Area Attributes

Area Selection Window on the Left

- **Right-click within the Area-selection Window:** Right-clicking within the area window allows selecting:
  - **Physical View (✓):** Areas listed on a panel-by-panel basis;
  - **Physical View (NOT selected):** All areas shown in a single list;
  - **View Panel Information:** When NOT in "Physical View", this allows showing or hiding the panel group and panel name for each area in the list.
  - **Remove Area:** When you right-click a specific area in the list, selecting "Remove Area" removes all authority selections for that area, thereby removing that area from present consideration within your present user-authority.
- **Small "+/-" symbol in Physical View:** Click this to show or hide the areas for each panel.
- **Tiny 1st Column (far left):** Look carefully at the top of the area selection window, and you'll see a tiny first column on the left. This allows selecting multiple areas, so you can then make selections for groups of areas at the same time.

  Caution: This also copies present settings (if any) from your presently selected area(s) into each additional area you select. Exception: If the newly-selected area already contains selections, you will be prompted to confirm (or abort) the operation. Similarly, changes may be applied automatically to other areas with the same authority selections—with or without an optional confirmation prompt on the first edit—which is selectable for each operator.

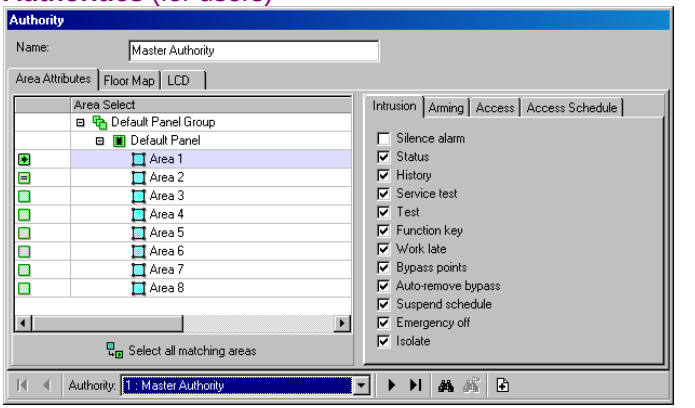
  This prompting can be turned off if desired.

  Related: ⇨[Management, ⇨Operator, ⇨Operator 🕮 Operators (People Who Can Use This Software).

  To 'Unselect' an Area: To clear all authority selections for an area selected accidentally, right-click the area, and select "Remove Area" from the pop-up menu.
- **2nd column ("Area Select"):** Selecting an area within the column that includes the area name allows selecting one area at a time to view or edit. For any other areas that presently have the same settings, you'll see a small "=" in the first column.

  Tip: This also provides a way to 'shift focus' from one block of areas to another (i.e., select the first one for the new grouping here, and then go back to the small 1st column to select the rest of the desired areas).

Authorities (for users)



Intrusion

- **Silence Alarm:** Acknowledging an alarm at a panel.
- **Status:** View status for the system and points in the area(s);
- **History:** View the event history for the applicable area(s);
- **Service Test:** When a user with this authority views the system status at an LCD keypad, they can use the “Verify User” option to clear alarms. If selected for ALL areas, this also provides the ability to edit the panel date and time through an LCD keypad (similar to the ‘service user’).

- **Test:** Perform a system test from an LCD keypad;
- **Function Key:** The ability to use the programmed hot-keys (function keys) 6, 7, 8, 9, or 0 for an area that requires this authority (function keys 1-5 are available for all users/areas);

  Whether or not an area will "Require Function Key PIN" is set under "Areas and Related Settings".

  What each function key does is set up under "Programmable Outputs".
- **Work Late:** Ability to delay a 'scheduled close' time for the selected area(s). (This is done in ½ hour increments.)
- **Bypass Points:** Telling the panel to ignore/bypass specific points in the applicable areas (and/or remove the 'bypass' later). This allows arming an area with a faulty sensor, broken window, etc.

  Note: A bypass will remain in effect only until the area is disarmed. (Also see "**Isolate**", to follow.)

  Some types of input points cannot be bypassed. For details, refer to the configuration topics regarding 'Input Points'.
- **Auto-Remove Bypass:** Automatically removes any 'bypasses' that are in effect when an associated user is granted entry. This helps to ensure that any faulty sensors are not forgotten;
- **Suspend Schedule:** Indefinitely suspend schedule(s) for the applicable area(s).
- **Emergency Off** (≥V4.4)**:** The ability to disarm the selected areas after-hours (i.e., outside of the area's schedule) including holidays;

  Notes: To enter an area that is armed during their assigned times, users must also have the applicable 'Disarm' authority for the specific area (see **Arming**🗀, to follow). "Emergency Off" authority is not needed for areas set to "Allow out of schedule opens".
  Details: Configuration, ⇨Areas, ⇨Scheduling🗀.
  🕮 Areas and Related Settings
- **Isolate** (≥V4.4)**:** The ability to isolate input points (sensors/zones). This is similar to bypassing an input point, except an 'isolation' remains in effect until it is removed manually.

  (Also see '**Bypass**', previous.)

🗀 Arming 🗀

Note: Any three defined schedules can be assigned throughout each authority (plus "Always" or "Never").

Per a Schedule or 'Always': Pertaining to **disarming** (to Stay or Off), the area's schedule must also be in effect unless either "Emergency Off" authority is also provided (previous), or the area is set to "Allow Out of Schedule Opens".

Never: Blocks the applicable arm/disarm ability. **Note:** Inability to disarm also blocks the ability to enter an armed area.

Tip: In the selections, "In Schedule" means during the selected schedule, and "Out of Schedule" means after-hours (i.e., outside of the selected schedule).

To define a schedule, refer to "Schedules for User Access and Area Automation".

- **Schedule ON:** Determines if and when associated users will be able to arm applicable areas (to ON);

  On: All sensors monitored (including interior motion detection).
- **Schedule OFF:** Determines if and when associated users will be able to disarm applicable areas (to OFF);

  Off: Only 24-hr and life/safety sensors monitored;
- **Schedule STAY:** Determines if and when associated users will be able to arm or disarm applicable areas (to STAY);

  Stay: Perimeter doors / sensors monitored (plus 24 hr / life-safety);

🗀 Access 🗀

- **Area access is permitted:** The area arming levels for which the assigned users will be able to enter the selected areas. (i.e., when the area is Off, armed to Stay, and/or fully armed to ON).
- **Master Override:** This allows a person such as a security officer to enter at any door that would normally deny access.

  Items Overridden: 'Wrong time' (and door class settings), 'cards locked-out', APB (if NOT set for strict enforcement), readers in 'dual-custody' or 'escort' mode (and allows the person to act as an escort).

  Items NOT Overridden: 'Wrong area or floor', card/PIN mode, 'strict APB', door 'interlock' issues, and 'disarm' authorities.
- **Escort:** Whether or not users assigned to this authority will be considered as "Escorts" (for use with "Escort-Required Visitors" (to follow), and the "Escort" reader mode for doors in the selected areas).

  Related Setting: "Reader Mode" in the door configuration section.
- **Visitor (Escort Required):** With this selection, the person is tracked as they 'badge' throughout

the facility, but access is not granted until a valid escort's card is also presented.

To Block a Visitor from Using LCD Keypads: Locate them in the 'Users' screen, and ensure their PIN is blank.

Type of Cards that can Escort Visitors: This can be changed as desired (the present setting is shown on-screen in blue). Related Topics: Under "Account-Wide Panel Settings", look for "Setup🗀", then "**Escort-Required Mode**".

Turnstile set for Antipassback: To allow the escort to badge again to gain entry, the reader must be set for 'turnstile' operation. **Related Setting:** Under "Reader 1 & 2 Settings for a Door", look for 🗀 **Special** 🗀, then **Turnstile**.

Escort/Dual-Custody for Readers: Escort mode is also supported for all cards at specific readers. "Visitor" cards are denied access at readers set for "Dual Custody". Related Topics: Look for "**Reader Mode**" in the reader configuration section for doors and/or elevators (lifts).

Misc: The 'visitor' setting is not available for escorts (and vice-versa). As well, do not select "Master Override" (previous/above)--as this will override the visitor/escort feature.

- **Wandering Patient:** Sets associated users to be tracked as they approach exterior doors, or other areas of concern.

  With this type of 'user', the 'access token' will typically be a wireless wristband (with appropriate detection in door frames).

  When the patient approaches, an alarm can be triggered, and the door can optionally lock as they approach. **Related Topic:** Under "Doors, Readers, and Related Settings", look for 🗀 **Special** 🗀, then **Detect Wandering Patient**.

- **Reset Door Alarm:** Provides associated staff members with the authority to cancel a 'Wandering Patient' alarm by presenting their (applicable/compatible) token at the specific door.

- **Panic Token:** This designates associated user 'access tokens' as being a panic / duress indication (instead of an access request).

  In this case, the applicable 'access tokens' will typically be separate wireless (RF) pushbuttons (with appropriate detectors in the required areas). This is typically used for areas such as parking garages.

- **Group Number and Group Mode:** Similar to 'Door Class'. Users can enter only at readers for which their group number assigned here supports the one set in each reader's configuration.

  Equality: Associated users will be able to enter at readers set to the same group number as assigned here.

  Greater than or equal to: Users will be able to enter if their group number assigned here is greater than or equal to that as set at each specific reader.

🗀 Access Schedule 🗀

Note: Any three defined schedules can be assigned throughout each authority (plus "Always" or "Never").

Per a Schedule or 'Always': The area's schedule must also be in effect unless either "Emergency Off" authority is also provided (previous), or the area is set to "Allow Out of Schedule Opens". Never: Blocks the applicable ability.

Tip: In the selections, "In Schedule" means during the selected schedule, and "Out of Schedule" means after-hours (i.e., outside of the selected schedule).

To define a schedule, refer to "Schedules for User Access and Area Automation".

- **Token Disarm - Level:** Sets the arming-level (Off or Stay) for an 'Auto-Disarm' when a user associated with this authority gains entry to this area. Choices also allow having this depend on whether the event occurs during vs. outside of a chosen schedule.

- **Token Disarm - Areas:** Pertaining to an 'Auto-Disarm' (when a user associated with this authority gains entry to this area), this sets whether all areas in the authority will be disarmed, or only the one being entered. Choices also allow having this depend on whether the event occurs during vs. outside of a chosen schedule.

  The auto-disarm feature will occur only for areas set to "Auto Disarm On Valid Token" during certain times.

  Details: Configuration, ⇨Areas, ⇨Scheduling🗀.
  🕮 Areas and Related Settings

- **Door Commands:** Determines if and when associated users will be able to command doors in applicable areas through LCD-keypads or this software.

  Elevators/Lifts and Floors: This selection applies to elevator (lift) and floor control as well (if applicable).

- **Door Class A/B/C Schedule:** Determines if and when applicable users will be able to enter at readers set to allow access for any of these door classes during certain times.

  Door class restrictions can also be customized for individual readers. Related Topics: "**Enable Class Checking**", and "**[Class Map]**" in the reader configuration section for doors and/or elevators (lifts).

Master Override: With 'Master Override' authority (previous), these scheduled door class settings are ignored (same as A/B/C – 'Always').

Arm/Disarm Authorities: Inability to disarm also blocks the ability to enter an armed area. (See "🗀 **Arming** 🗀", previous.)

Elevators (Lifts): This setting pertains to elevators as well (controlled floor access).

🗀 Floor Map 🗀

(systems with elevators and floors)

- **(3D list of floors):** Systems with elevator controllers provide controlled access to system floors. Select the floors to be allowed for persons associated with this user-authority. (Click the floor names, or within the 3D 'stack' of floors.)

  Floor access is also affected by:

  + Other Authority Settings: Selections under **"Access🗀"** and **"Access Schedule🗀"** for the area associated with the elevator reader;
  + Area Configuration Settings: "Arm/Disarm schedule", plus whether or not the area will "Allow out of schedule opens";
  + Elevator/Reader Configuration Settings: "Class Map" schedule and settings, plus misc. items such as "Lockout".

Tip: Elevators and/or specific floors can also be set so anyone can access during certain times regardless of their authorities (i.e., without using an access card/token). This can be manually via maps or "control & status", or through a 'desecure schedule' included in the set-up for each floor and/or elevator cab.

🗀 LCD 🗀

- **LCD Name:** A shorter version of the name to be displayed at LCD keypads. This is assigned automatically, and can also be changed if desired (max. 12 chars., plain text).

(Ranges of Users and Authorities)

This determines the users and authorities that users associated with this authority (being edited) will, in turn, be able to edit through LCD keypads. This allows a facility with multiple tenants (e.g., row of shops) to be managed as a single account—with each tenant able to edit their own range(s) of users and authorities.

ATTENTION: Do NOT leave these blank unless you wish to block users associated with this authority from editing any users and/or authorities through LCD keypads.

- **User Ranges:** Up to 8 ranges of users to be accessible/editable through system keypads (by users associated with this specific authority being edited).

  Steps: 1) Click a range/position in the list; **2)** Enter start and end values in the boxes provided; **3)** Click **[Add]** or **[Update]** (as applicable); **4)** Repeat for any additional ranges as applicable.

  Tip: If you enter adjacent ranges (e.g. 1-99 and 100-199), they will be changed to a single range automatically (e.g., 1-199).

- **Authority Ranges:** Up to 8 ranges of user authorities to be accessible/editable through system keypads (by users associated with this specific authority being edited).

  Steps and Notes: See the details for 'User Ranges', previous.

Custom Information Categories for Users (Custom User Information)

Users Shared Across Multiple Accounts: To implement shared 'custom-user-fields', these fields must be defined with the same usage and order for all applicable accounts, and they must be set as 'single-line edit' fields. **Related Topic:** "Set up any Custom User Fields for Shared Users".

Custom User Fields

Custom user-fields allow creating up to 20 additional categories for users (e.g., Department, Position, etc.).

Note: Custom user information categories pertain to all users for a specific account.

These allow sorting lists of users by Department, etc. when working in "Grid" view, and can also be referenced when issuing time and attendance or activity reports.

Note: Reports cannot be filtered on multi-line fields. Be sure to make your selection with this in mind.

Viewing or Entering These Settings

Select **Custom Fields** from the MyTools bar, **or** click your site/account button in the tree, open **Users** (click the "**+**"), and select **Custom Fields**.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Now, refer to the selection-descriptions while viewing or entering your desired settings.

Note: Grid view is not supported for this topic.

Tip: Your settings will be saved automatically when you move to a different screen or topic.

Checking the User Screen for the New Fields

Select **Users** from the MyTools bar, **or** click your site/account button in the tree and select **Users**.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Now, select the **Custom** tab to view any defined custom fields.

Deleting (Hiding) Custom User Fields

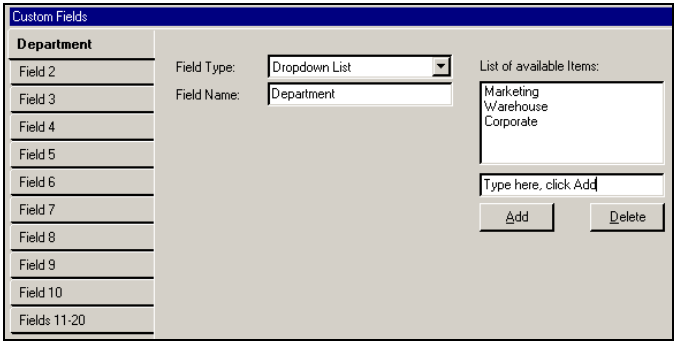
Select **Custom Fields** from the MyTools bar, **or** click your site/account button in the tree, open **Users** (+), and select **Custom Fields**.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Now, select the 'tab' for the item you wish to have removed from the 'User' screen, and set the "Field Type" to "None". (See "Field Type" if you need more information.)

Tip: Your changes will be saved automatically when you move to a different screen or topic.

Users ⇨Custom Fields



Field 1, 2, 3, ...20 (Select the tab for the new/desired field)

- **Field Type:** The type of new field to appear at the bottom of the User screen. (Make your selection from the list.);

  Note: Reports cannot be filtered on multi-line fields. Be sure to make your selection with this in mind.

- **Field Name:** The name to appear next to the field on the User screen (such as "Position", "Department", etc.);

(Additional Settings for "Drop-down Lists" only)

- **List of Available Items:** Available selections that have been entered and "Added" (see the following items);
- **Enter a New Item:** A selection to be added to the list of choices. (Enter your text in place of "Enter a New Item", and click **[Add]**.)
- **[Add]:** Adds an entered item to the list;
- **[Delete]:** Deletes a selected item. (Select the item in the list, and then click **[Delete]**.)

Users (Entrants / Panel Users)

Users Shared Across Multiple Accounts: Beginning with Director V4.20, groups of users can be set up once, and then given access to multiple accounts. For a shared user, changes made here will affect multiple accounts. To set up shared users, refer to "Users and Holidays Shared Across Multiple Accounts".

Data Conflicts--Users: Changes made through the software will take precedence over changes for the same user entered through a keypad. V4.7: User conflicts that cannot be resolved in this way (e.g., the same value given to different users) will be shown in grid view, with only the rows in conflict displayed. To return to showing all users, right-click, and select "Return From Conflict View".

Users are the persons authorized to use system keypads and/or gain entry to controlled areas. Each user can have unique authorities, keypad language, etc.

The user topic includes information pertaining to each user, and provides access to the optional card-badging feature.

• The number of users to be supported depends on your software version and licensing. For details, refer to "Software Activation and Licensing", and "System Capacities". • Additional users (and authorities) would typically need to be set up for a '**Panic Token**' application. For details, see the "Special Attributes" selections under "Authorities for Users / Entrants".

UK / ACPO Systems: A **service** login will require a second ID & PIN via user 001. This user's default PIN (7793) can be changed as desired.

Visitor-Related Features

A number of features are provided for handling visitors in your facility:

- Authority parameters can be set up to determine the doors and features the visitors will be able to access;
- Each card can be assigned an activation and expiry date and time;
- Cards can be set as "Escort Required" to allow tracking them without providing access to controlled areas on their own;
- You can leave a visitor's PIN blank to block access to LCD keypads;
- Reader(s) can be set to disable different types of cards when presented.

Suite-Security Keypad Users

Users to be associated with a suite-security keypad (monitored apartment or facility) are assigned in a special way. Blocks of 8 users are reserved for each keypad when adding and setting up the keypads.

These users **must** be defined within the appropriate user-ID range associated with their suite security keypad.

To check (or set) the user-ID range for a specific suite-security keypad refer to "Suite-Security Keypads and Related Settings".

Multi-Tenant Facilities

A facility with multiple tenants (such as a row of shops) can be managed as a single account. This requires that blocks of user-IDs and authorities be reserved for the users in each tenant facility.

The authority to edit specific blocks of users and user-authorities is set within each user's authority. This allows persons within each facility to use an LCD keypad to edit their own users, without allowing them to edit users in other facilities.

For details, refer to "Authorities for Users / Entrants".

Users who can Enter During Communications-Failure'

Up to 10 users can be set up for door-access in the event of any door control module(s) being unable to communicate with the system panel. If using this feature, be sure to make a list of the No./ID the system assigns to these users as you go along.

For details, refer to "Door Fall-back Mode" under "System Card-Access Settings", and the section on "Fall-Back Users".

Elevator (Lift) Cabs: This feature is also supported for individual elevator (lift) cabs. To enable "Fallback Mode" for an elevator, refer to "Elevators (Lifts) and Associated Readers".

How to Get Here

MyTools Bar: Users
In the Tree: ***YourAccount***, ⇨**Users**

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Things You Can Do

- **Add a New User:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.

- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.

  Search for a User: Click the 'binoculars' symbol to open the 'Find' screen. Then, enter the desired criteria to search for, and click [Find].

  Tip: For the first and last name, you can search by name or the 1st few characters--e.g., nam*.
  Note: The ability to search on criteria other than first and last name is a ≥V4.5 feature.

- **Delete a User:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Before Deleting: If a user is assigned as a fallback user, you must break this assignment before you can delete the user.

  Related Topic: "Fall-Back Users (Can Enter During Comms Failure)"

Viewing and Sorting a List of Users

If the screen shows only one user (forms view), click **Grid** on the toolbar to see a full listing of the users (Grid view). If any column headings are **red**, right-click within that column and select **Remove Column Filter**. Now, you can:

- Click one of the column headings to sort the list by that item (user name, etc.);
- Scroll through the list as desired;
- Select an individual user and click the **Form** toolbar-button to access that user's form;
- Limit the list to show an individual user, or groups of users (details to follow).

Tip: You can use the scroll-bar at the bottom of the window to view additional columns to the right.

Small 1st Column with Blue Boxes: Blue rectangles indicate users that apply to multiple accounts (shared users). Related Topic: "Users and Holidays Shared Across Multiple Accounts".

Green or Yellow Rows in Grid View: Partial panel updates are indicated in the user list with special colours: Yellow: Partial updates pending (some panels have not been updated); Green: Data for the user has been changed while partial updates were pending (the user's settings at the panels will be overwritten on next update).

Checking for Database Conflicts (esp. large systems): Differences between the software database and settings entered locally through an LCD keypad can be identified by selecting "Check Database for Conflicts" from the **Tools** menu. For details, search for that topic in the index.

Limiting the List to Show Specific User(s)

Access the user-list (Grid view) as described above. Then, right-click within a specific column (such as "Name"), and select "**Filter on Column**" from the pop-up menu. Now, enter or select the desired criteria, and press **Enter**.

Tip: You can search for user names that begin with certain letter(s) by entering the letter(s) and an asterisk (e.g., " **s*** ").

Tip: You can do this for multiple columns if desired.

V4.7 (users-only): The column title(s) selected for filtering will initially appear blue, and turn to red when you activate the selected filtering by right-clicking any column, and selecting "**Run Filter**". You must select "**Run Filter**".

To return the listing to include all users / entrants, click **Refresh** from the toolbar, or right-click within any column(s) that are **red**, and select **Remove Column Filter**.

Forms View or Grid View?
Grid view is best for viewing a list of users, and/or searching for users with a specific assigned value.

Forms view is best for adding a new user, or viewing or changing settings for one user at a time.

Pick-List (bottom of the Form)

- **User:** This is where you select a user to view or edit. This area shows a reference number (ID) assigned by the system, and the user's name, once defined;

  The user ID number is required to gain access at a system keypad, and to use any "status & control" features of this software. (The user's PIN number is also required. See "Change PIN", to follow.);

  Filtering and Sorting: Beginning with V4.7, any filtering and sorting performed in 'grid' view will be retained here--as indicated at the very top of the user screen. To revert this list to show ALL users (in the default sort order), right-click a blank area on the form, and select "**Remove Filter/Sort**".

Top of the Form

- **First Name:** The user's first name (given name), or a description of the card/token;
- **Last Name:** The user's last name (family name);

- **Shared Group:** For users that apply to multiple accounts (shared users), the name of the "shared-user group" appears here;

  Related Topic: "Users and Holidays Shared Across Multiple Accounts".

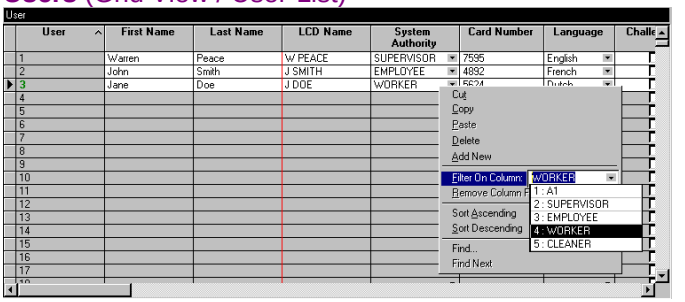
🗀 Standard 🗀

- **System Authority:** The 'authority' to be assigned to the user. This determines what keypad features the person will be able to use, and/or when and where they can gain entry.

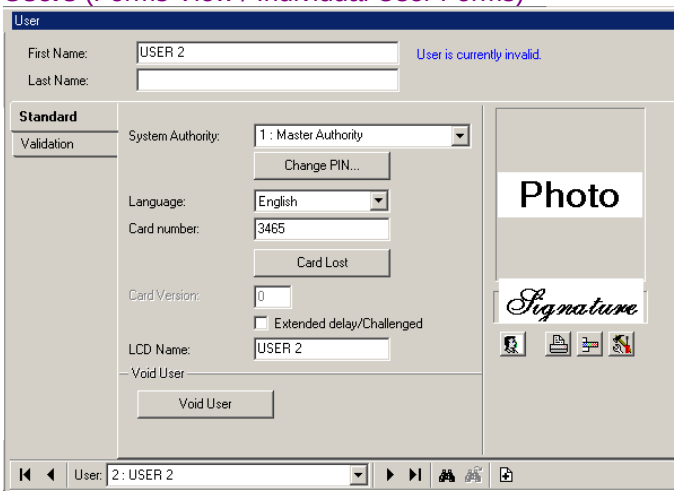
  Tip: Pause the mouse cursor over an 'Authority' in the list to view the associated settings. For details on setting up authorities, refer to "Authorities for Users / Entrants".

  Note: Permanent users associated with individual accounts (i.e., not shared users) can also be assigned an additional (temporary) authority to apply for a specific date/time range. For details, refer to 🗀 **Validation** 🗀, to follow/below.
- **Shared Authority:** For users that apply to multiple accounts (shared users), the name of the "shared-authority group" appears here;

Users (Grid View / User-List)



Users (Forms View / Individual User Forms)



Note: Authorities themselves are not shared. The 'shared authority group' determines which authority (ID#) in the account will be used.
Related Topic: "Users and Holidays Shared Across Multiple Accounts".

- **[Change PIN]:** Allows setting or changing the **P**ersonal **I**dentification **N**umber which allows the user to perform tasks at a system keypad, and/or enter at a controlled door (4 or 5 digits).

  The last two digits of each PIN must be different numbers. (This allows users to indicate they are being forced to enter at a reader, or login at a keypad (i.e., **duress**) by reversing the last two digits of their PIN.)

  To Block a Visitor from Using LCD Keypads: Leave their PIN blank.

  User PINs pertaining to a single **suite-security keypad** must be unique (different).

  For details on setting whether PINs are to be 4 or 5 digits, and whether or not duress signalling is to be supported, refer to "Account-Wide Panel Settings".

- **Language:** The language for user prompts at LCD keypads when accessed by this user;

  Languages are determined during installation—based on availability.

  Card Number: The card ID number embedded within this user's access card or token (1 - 4 294 967 295).

  Logon via Card Number: The system can be set for keypad and door access using this number (typically where the card number matches a fixed health number or employee number).
  Related Topics: Under "Account-Wide Panel Settings", look for "🗀 Setup 🗀", then "**User Logon Mode**".
  Firmware revisions needed for card IDs with more than 7 digits: ≥**V3.2** panel firmware, and ≥**V1.5** door/elevator controller firmware.
  : **V3.2** panels: MaxID=999999999;
  ≥V3.31 Panels: MaxID=As above.

- **[Card Lost]:** This provides an easy way to identify a lost card to the system. All relevant user data will be copied to the "Lost Cards" screen, and the card number will be set to 0.

  Tip: Go ahead and enter the new card number once it is known.

  Shared Users: This feature is not supported for users shared across multiple accounts. In this case, enter the new card number (previous/above), and then go to the "Lost Cards" screen to add the old card number to the list.

  Related: Users, ⇨Lost Cards
  🕮 Cards that have been Lost

  Reporting on Lost Cards: The "User Access" report can be used to view or print a list of cards that have been identified as 'lost'.

  Related: [Reports], ⇨User Access
  🕮 Reporting on User Access Authorities.

- **Card Version:** This is the version number for this user's card;

  This optional field allows fixed-ID cards to be re-issued if lost or stolen. For more information (or to enable this feature), refer to "System Card-Access Settings". (Tip: Look for "AutoUpdate Card Version", and "Card Version".)

  This feature requires ≥**V3.2** panel firmware, and ≥**V1.5** door/elevator controller firmware.

- **Extended Delay/Challenged:** Whether or not the 'extended' door unlock (and 'held-open') settings should apply when this user is granted access at a controlled door.

- **LCD Name:** A condensed version of the name to be displayed at LCD keypads. This is assigned automatically, and can also be changed if desired (max. 12 chars., plain text).

  Exception: For panel memory-configurations (feature-sets) that do not support user names, the LCD name will appear as "U00xx" as per the user-ID. To view or change the panel "Feature-Set", refer to "Account-Wide Panel Settings".

Void User

- **[Void User] / [Reinstate User]:** This provides an easy way to disable (or reinstate) a card without removing it from the database. This also blocks (or allows) the user from logging in at system keypads.

  Tip: After reinstating a user/card, be sure to recheck and set the desired **Validation** parameters (to follow/below).

- **(Cardholder Photo and Related Settings):** Items pertaining to cardholder photos and the photo-badging option are covered separately (to follow).

🗀 Validation 🗀

"User is Currently Void": Voided users can be reinstated through a button near the bottom of the **Standard** tab (previous/above).
Note: The settings that follow appear only where applicable/supported.

Valid User Period

Tip: These settings determine when a user/card will be valid, and also allow assigning an optional second authority to apply during a specific date/time range. This pertains to permanent users associated with an individual account (i.e., not shared users).

- **Type:** This sets the basic type (i.e., validation method) for card.

  No User Access: The card/token and user PIN will be unusable.

  Pending Enrolment: The card/token and user PIN will be unusable until the card is **accepted** at a reader that is set for "Card Enrolment".

  Related Settings:

  - Account Information, ⇨Setup🗀, ⇨Card Action **(Ignore Pending Enrolment)**. See: Account-Wide Panel Settings.
  - Configuration, ⇨Doors, ⇨In Reader🗀, ⇨**[Card Action]**. See: Reader 1 & 2 Settings for a Door.

  By Date Time: This allows setting a user/card to activate on a specific date and time and/or deactivate on a specific date and time.

  Permanent User: This sets a user/card to activate right away with no expiry date/time.

Authority Plus: For a permanent user, this allows assigning an optional second authority to apply during a specific date/time range. This pertains to users associated with an individual account (i.e., not shared users).

- **Authority Plus:** This sets an additional / temporary 'authority' profile to apply to the user during the selected date/time range.

  Notice: During the selected date/time range, the user will have authorities as provided through their "System Authority" (previous), AND as provided through the temporary authority selected here. When this second authority expires, the user/card will revert to 'permanent' with authorities as per the "System Authority" only.

  For details on setting up authorities, refer to "Authorities for Users / Entrants".

- **Valid On:** The beginning date/time that this user's card, and ID/PIN can be used (or "Now / Immediate").

  Tip: You can change the dates manually, or click the arrow to select from a pop-up calendar. To set the times (hours), click within the 'hours' setting, and use the up/down arrow keys to adjust.
  Note: Time values (hours) apply only with specified validation and invalidation dates for periods of less than 6 months.

- **Invalid On:** The expiry date/time for this user's card, and ID/PIN (or "Forever / Permanent").

  (Also see the preceding 'tip'.)

🗀 Custom xx 🗀

(systems with custom user-fields)

Blocks of 5 additional (optional / custom) user information categories as defined through the "Custom Fields" screen (these may include Position, Department, vehicle license, etc.).

These items can be used when sorting or filtering lists of users (In Grid View), and can also be referenced by various types of Time & Attendance reports. For details on setting up these custom user fields, refer to "Custom Information Categories for Users".

🗀 Suite 🗀

(systems w/suite-security keypads)

Authority Level Settings

Notes: User 'authorities' (as selected elsewhere) do not affect suite security keypads. (All suite-security permissions for users are selected here). Support for suite-security keypads is optional (enabled through the license-manager software). This feature also requires selecting "feature-set" **5** or higher and "suite security" under "Account Information" in the tree. As well, this 'tab' will appear only if at least one suite security keypad is defined.

Related Topics:

+ "Software Activation and Licensing".
+ "Account-Wide Panel Settings".

- **Belongs to Suite:** This is the apartment/keypad associated this user (if applicable). For more information, refer to "Suite-Security Keypad Users" near the beginning of this section.
- **Authority Level:** Pre-set suite-security keypad user types:
  + System Authority Only: No access to the suite-security system;
  + Suite-Security Unassigned: This is for a pending/reserved user. (No keypad access, but can be changed by a person with "Suite-Security Master" authority.)
  + Other selections: As per the authority settings shown on-screen.
- **Authority Settings:** This shows the authorities associated with the "Authority Level" selected above. These pertain to the tasks that each user will be able to perform at the keypad in their unit.

Allow Suite Security Control

- This allows setting the manual control arming/tasks that this user will be able to perform through this software (via maps, or through the 'Suite Security' control & status screen).
  Operator Permissions: This 'tab' will be available only for operators with "Users – Suite" operator permission.

The Photo-Badging Option

With the photo-badging feature, personnel photos (and signatures) can be captured and included on the screen for each user. Selections are also provided for printing photos and other information on cards, as well as designing the layout for the information and graphics to appear on sets of cards.

The ability to capture or link images is a standard feature, while designing and printing cards is optional--subject to your software licensing.

This feature works with many common types of capture devices and card printers (as discussed in the computer requirements section).

Note: To allow using the photo-badging option, the card printer and any capture devices must be installed as per the manufacturer's instructions (download the latest drivers if you have access to the internet).

Licensing is managed through the small 'activation key' plugged onto the PC that contains the software database--in conjunction with the license manager software included with Guardall Director. For details on upgrading, refer to "Software Activation and Licensing".

Capturing a person's Photo:

Tip: The following steps can also be used to photograph a person's pre-written signature (select **[Capture Signature Image]** instead of [Capture Image]).

- Find the user form for the specific person as described previously/above;
- Click the 1st button (face symbol) under the photo area on the right side of the screen;
- With the person in front of the camera, click **[Capture Image]**. Adjust the camera (or person) as needed, and click **Capture Image** when ready.
- In the next screen, make any desired adjustments, and click **OK** when finished.

  For more information, refer to the **[Capture Image]** item-description.

Linking to Existing Image Files
(such as photos taken with a digital camera):

Tip: The following steps can also be used to link the photo of a person's signature (select **[Capture Signature Image]** instead of [Capture Image]).

Photo-images that are already available on your PC can be linked to each applicable user as desired.

File Types Supported: Most common types of image files are supported--including BMP, PCX, JPG, etc.
Exception: "LZW"-style TIFF files are **not** supported (due to licensing issues).

For reasonable results, the image files should be 100kb or larger. Note: To improve performance, image resolution is adjusted when each file is imported.

Steps:

- Find the user form for the specific person as described previously/above;
- Click the 1st button (face symbol) under the photo area on the right side of the screen;
- Click **Select Capture Profile**;
- Ensure "**Load Image from File**" is selected as your capture-device, and click **[OK]**;
- Now, click **[Capture Image]**, and locate and select your desired photo-image;
- Click **[Open]**. When the next screen appears, make any desired adjustments, and click **OK** when finished.

For more information, refer to the **[Capture Image]** item-description.

Creating a Signature Image:

Tip: This can be done using a writing tablet (recommended), or your mouse.

- Find the user form for the specific person as described previously/above;
- Click the 1st button (face symbol) under the photo area on the right side of the screen;
- With the specific person seated in front of the PC, select **[Sign Signature]**.
- Have them sign their name using the writing tablet or mouse.

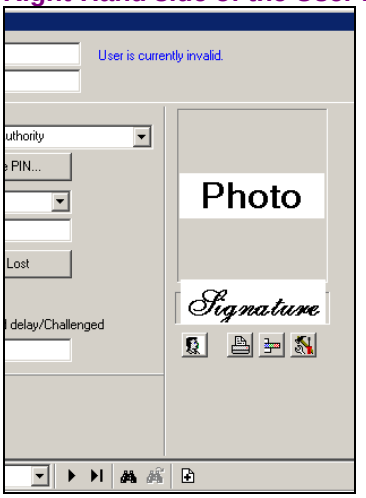
  For more information, refer to the **[Sign Signature]** item-description.

Standard Photo-Badging Selections

- **(person's photo-image):** The captured image of the specific person (this can be captured directly, or linked from a file);
- **(person's signature-image):** The person's captured signature image (this can be captured directly, or linked from a file);
- **[1st button]** (face symbol)**:** This opens a form with a number of selections for capturing user photos and/or signatures;

  Printer, and Tools buttons: See "Optional Features..." to follow/below.

Right-Hand side of the User Form



Image

- **Current Capture Device:** This shows your presently-selected image-capture device (or "load image from file");
- **(image area):** This shows your tentatively-selected user photo;
- **[Select Capture Profile]:** This allows selecting a different image capture device (or "load image from file");
- **[Capture Image]:** This allows capturing the person's photo, or linking to an image file (e.g., from a handheld digital camera);

  If prompted to select a capture profile: Select your image-capture device (or "Load Image from File") and click **OK**.

  Settings Details: For information on the settings in this screen, press **F1**. Tip: You can drag the dotted border to reframe your image.
- **[Clear Image]:** This removes any image from the image area (e.g., to remove a person's image from the user screen);
- **[Image Setup]:** Allows you to set the 'aspect ratio' (height-to-width ratio) of the captured and printed images. (In general, leave other settings as-is.)

  Tip: Click **Image Setup**, select "Photograph" and click **[Edit]**).

Signature

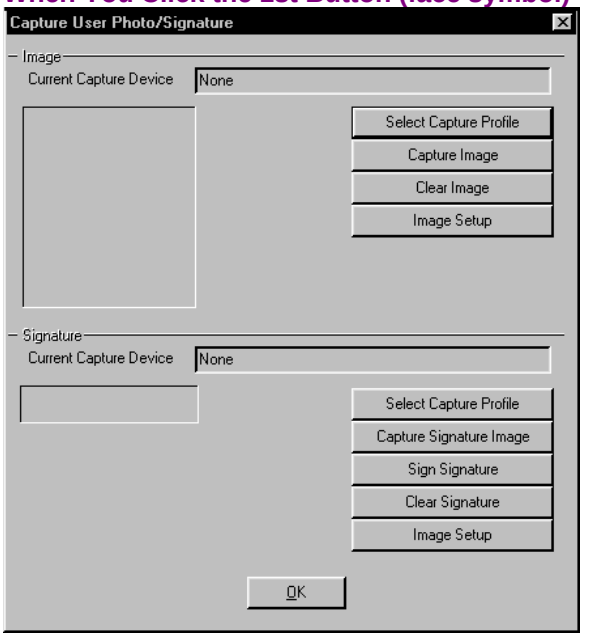
Current Capture Device: This shows your presently-selected image-capture device (or "load image from file");

- **(image area):** This shows your tentatively-selected signature;
- **[Select Capture Profile]:** This allows selecting a different image capture device (or "load image from file");
- **[Capture Signature Image]:** This allows photographing the person's signature, or linking to an image file (e.g., from a handheld digital camera);

  If prompted to select a capture profile: Select your image-capture device (or "Load Image from File") and click **OK**.

  Settings Details: For information on the settings in this screen, press **F1**. Tip: You can drag the dotted border to reframe your image.
- **[Sign Signature]:** This allows using a writing tablet (recommended), or your mouse to enter your signature.

When You Click the 1st Button (face symbol)



(signature area): This shows your signature as you enter it. **Tip:** It is best to watch the screen while signing (may take a little practise).

[Clear]: Click this to clear the screen and try signing your name again;
[Cancel]: Click this to abort the task, leaving the presently assigned signature in place (if present);
[Done]: Click this to insert your new signature onto the user form.

- **[Clear Signature]:** This removes any image from the signature area (e.g., to remove a person's signature from the user screen);
- **[Image Setup]:** Allows you to change various technical aspects of the specific image file. This can be used to set the 'aspect ratio' (height-to-width ratio) of the captured and printed images. (In general, leave other settings as-is.)

  Tip: Click **Image Setup**, select "Signature" and click **[Edit]**).

Optional Features (Photo-Badging Option)

Printing a Card

(Requires the Photo-Badging Option)

- Find the user form for the specific person as described previously/above;

- Ensure the displayed image and other settings are correct;
- Click **[Print Badge]** (printer symbol) -- bottom-right portion of the user screen. Then, locate and double-click your previously saved card design template (**.gdr** file).
- In the next screen, select your printer (plus any desired properties) and click **OK**.
- In the print preview window, magnify and/or view your sample as desired. To print the card, click **Print** on the toolbar (printer symbol).

  For more information, refer to the **[Print Badge]** item-description.

Right-Hand side of the User Form

Designing Cards

(Requires the Photo-Badging Option)

- Open the User screen with any user showing on-screen;
- Click **[Create Badge]** (tools symbol) -- bottom-right portion of the user screen, and design your new card layout as desired, or open a previous one to edit. When finished, be sure to save your settings (**F**ile, **S**ave).

  For more information, look for "**[Create Badge]** (tools symbol)" in the item-descriptions.

- **[Print Badge]** (printer symbol)**:** This allows selecting a card-layout file, and printing the person's photo and data onto an access card;

  Tip: The printer set-up button in the print-preview window provides access to additional settings (after you select a printer and click **OK**).
- **[Card Printer Encoder Setup]** (coloured bands symbol)**:** This provides additional settings for a card printer encoder.

  Tip: Additional information is provided separately. (Click the button, and then press F1 for help.)
- **[Create Badge]** (tools symbol)**:** This allows designing card templates (i.e., setting up the layout and data to appear on sets of cards).

  Tips: • This launches as a separate program. For details on using this software, refer to its on-line help and/or printed manual (as applicable).
  - You can create a new layout, or open an existing one to edit.
  - Look to the right of **K O** near the right-hand end of the toolbar. This field allows inserting (or converting) common user-data fields instead of plain text via the **T** button.
  - For multiple items printed as one field: You must first set up an 'expression'. • **Edit**, ⇨**Define Expression**. • Select a field and click the "Up Arrows" button. • Type a "+" before each additional item, and enclose any additional text in double-quotes. Example: Last Name+", "+First Name
  - *Card Number*: Whenever you see 'Card Number' enclosed in asterisks (*), this pertains to magstripe encoding for use as access cards. For other card uses (or to print the card number), select 'Card Number' without the asterisks.
  - Magstripe Encoding (card-access vs. other uses):
    1) Refer to **[Card Printer Encoder Setup]**, previous/above;
    2) Go to **Edit** ⇨**Card Encoding**;
    3) Select the 'track' (Track 2 is typical/common);
    4) Select the desired item:
       - For magstripe access cards: *Card Number* (with asterisks);
       - For other uses: Desired item (e.g., 'Card Number');
    5) **[Add Field]**, **[OK]**.

Card-Badging Update for Language Support (v4.62)

Previously, cards could only be printed by an operator of the same language as the one who created the badge layout. This has been fixed in Director v4.62 by adding numeric references to the end of field names as used by the card badging software.

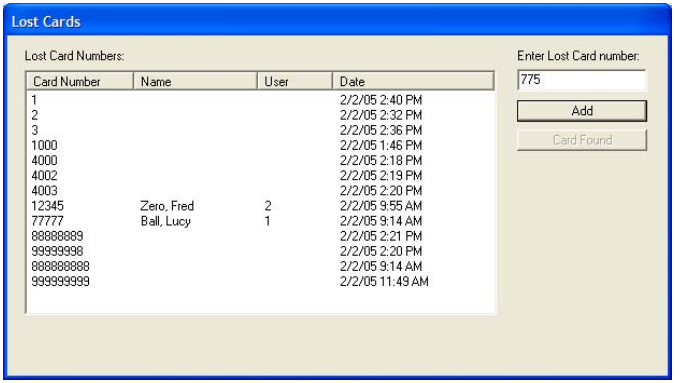
Any existing card layouts will still print in the original language (see notes).

If you want operators of different languages to be able to print cards, **you will need to:**

- Upgrade to Director v4.62 (see notes);
- Update all card layouts (or create new ones) using ONLY the new-style field names.

Notes: This feature is partially supported in Director v4.61. If using custom user fields, you'll need v4.62. To allow printing for any language, card layouts containing custom user fields with an underscore "_" in the field name must be updated using the new-style field names.

Users ⇨Lost Cards



Cards that Have Been Lost

Attention: Cards can also be set as lost in the screen for the specific user. That approach is typically preferred since the user data will be transferred to here automatically (incl. user name and ID), and a card number cannot be added here while still assigned to a user.

Related: *YourAccount*, ⇨Users;
📖 Users (Entrants / Panel Users)

Lost Cards

Cards that have been lost can be identified as such to ensure they cannot be used in the future, and to ensure that lost card numbers are not accidentally re-issued.

Tips: • The permission required to access this feature is the same as for the parent folder (Users); • The "User Access" report can be used to view or print a list of lost cards.

Related: [Reports], ⇨User Access
📖 Reporting on User Access Authorities ...

Lost cards:

- Will be denied access if presented at a reader;
- Cannot be added/identified here if presently assigned to a user (including shared users);
- Cannot be assigned to users if already **[Add]**ed here.

How to Get Here

MyTools Bar: Lost Cards
In the Tree: YourAccount, ⇨Users, ⇨Lost Cards
Multi-Account Systems: First select **[Account Folders]** in the 'tree', and locate and double-click the desired account.
Grid/Form View: This feature uses 'Form' view only.

Things You Can Do

- **Add/Identify a Lost Card:** Enter the card number in the space provided (upper-right), and click [Add].
- **Find an Existing One:** Look for the desired card number in the list. Alternatively, you can try **[Add]**ing the card number, and watching to see if you get an error.

  Tip: Lost cards are sorted numerically from lowest to highest, although any leading zeros are dropped.
- **Remove a Card from the List:** Locate and select the desired card number in the list, and click [Card Found].

On This Form

- **Lost Card Numbers:** The area on the left of the form shows a list of cards that have been identified as being 'lost'.

Tips: User names and IDs will be included in the list only for cards that were identified as lost through the "Users" screen. To sort the list by card number, user name, etc., click the desired column heading. If sorting by card numbers, notice that any leading zeros are dropped.

Related: *YourAccount*, ⇨Users
🕮 Users (Entrants / Panel Users)

- **Enter Lost Card Number:** This area on the upper-right is where you enter a card number to be identified as 'lost'.
- **[Add]:** After entering a card number, click [Add] to add it to the list of lost cards.

Note: Cards that are assigned to a user cannot be added/identified here. (You must first assign a different card number to the user.)
Alternative: You can also set the user as "Lost" from within the user screen. That approach is typically preferred since the user data will be transferred to here automatically (incl. user name and ID).

Related: *YourAccount*, ⇨Users
🕮 Users (Entrants / Panel Users)

- **[Card Found]:** This removes a presently-selected card from the list. (Click within the 'row' for the desired card, and select [Card Found].

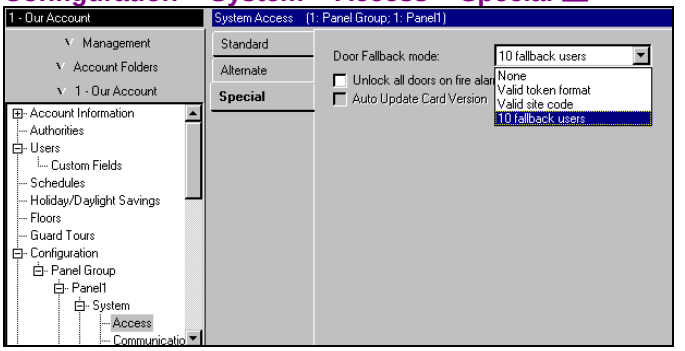
Tip: This will make the card number available for use in the system. (i.e., it can be assigned to a user if desired).

Fall-Back Users (Can Enter During Comms Failure)

Fall-Back Users for a Panel

At each panel, various card-access modes are supported for use in the event of a communications failure (i.e. a door or elevator controller module being unable to communicate with the system panel). This feature (door fallback mode), includes a selection for letting up to 10 specific users gain entry during the 'comms failure'. These users are known as "Fall-Back Users".

Configuration ⇨System ⇨Access ⇨Special 🗀



Elevator (Lift) Cabs: This feature is also supported for individual elevator (lift) cabs. **See:** Elevators (Lifts) and Associated Readers

Ensure 'Fall-Back User' Mode is Enabled

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.
MyTools Bar: **System Access**
In the Tree: **Configuration** (click the "+"), ⇨**System**, ⇨**Access** (Under the specific panel group and panel--if listed in the 'tree'.)
Related Topic: "Other Desktop Choices"

Steps:

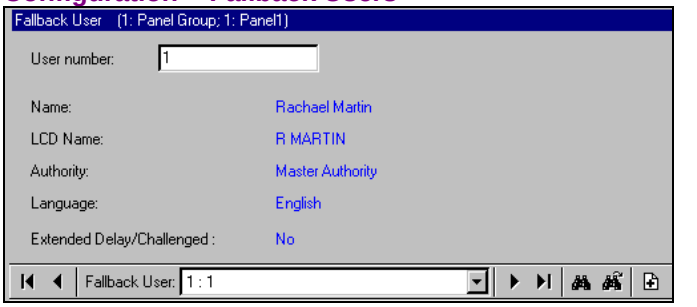
Ensure you are in "Forms" view (click the Form / Grid toolbar-button if needed).

Select the "**Special**" tab, and then ensure **Door Fallback mode** is set as "10 fallback users". When finished, click **[Save]**.

"**Fallback User**" will now appear at the bottom of the 'Configuration' area of the tree (for the specific panel).
To set the "Fallback Mode" for an elevator (lift) cab, refer to "Elevators (Lifts) and Associated Readers".

- **Door Fallback Mode:** Cards to be granted access if the door controller module is unable to communicate with the main panel. (Set this to "10 Fallback Users").

Configuration ⇨Fallback Users



Viewing or Assigning Fallback Users

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Fallback Users

In the Tree: Configuration (click the "+"), ⇨Fallback Users (Under the specific panel group and panel--if listed in the 'tree'.)

Related Topic: "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Things You Can Do

- **Assign a Fallback User:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Fallback User:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*****.
- **Delete a Fallback User Assignment:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

Pick-List (bottom of the form)

- **FallBack User**: This is where you select a fallback user to view or edit. This area shows a reference number assigned by the system (1-10), plus the user No./ID once the user has been assigned.

On This Form

- **User Number:** The user No. / ID as assigned by the system when the specific user was set up. **Tip:** After entering the user ID, click elsewhere on the form to see the details on that user.

  Exception: For a "User Logon Mode" set to "Card #", this field will be asking you to enter the **Card Number** instead.

  Related Topics: Under "Account-Wide Panel Settings", look for "🗀 Setup 🗀", then "**User Logon Mode**".

Remaining Settings

- The rest of this form contains details on the specific user (as 'read-in' from the **Users** screen).

For details on setting up Users, refer to "Users (Entrants / Panel Users)".

System Maintenance Tasks

Password and Personal ID Number (PIN) Issues

Default Password

This software includes a default operator password that should be changed right away to ensure only authorized persons will be able to access the system.

Default Operator Name & Password: **Operator**, **1234**

Changing the default operator password

- Log in as the default operator;
- Open the **File** menu, and select **Change Password**;
- Enter the new password, press **Tab**, and enter the password again.
- When finished, press **Enter** once again (or click **Ok**).

Be sure to select a password that will be easy for you to remember.

Default Service PIN

Similarly, each account will have a default service PIN that allows a service technician to perform various tasks through a system keypad. This should be changed for each account, and updated to the specific panels.

Changing the Default Service PIN for an Account

- Log in as the default operator (or anyone with permission to change the service PIN);
- Select **Account Information** from the MyTools bar, **or** click your site/account button in the tree, and select **Account Information**.
- Select the "**Service PIN**" tab.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

- Click **[Change Service PIN]** on the form.
- Enter the new service PIN, press **Tab**, and enter the PIN again.
- When finished, press **Enter** once again (or click **Ok**).

Tip: Select a service PIN that will be easy for you to remember, and be sure to make any service technicians for the specific accounts aware of this change.

For details on updating the panel(s) with the new service PIN, refer to "Panel Communications and Updates".

- **Password:** The desired/new password for the operator.
- **Re-enter Password:** Enter the new password again (this helps protect against typing errors).
- **[Ok]:** Confirms (sets) the new password.
- **[Cancel]:** Aborts the password-change (keeps the previous one).

Be sure to select a password that will be easy for you to remember.

Tip: Be sure to stress the importance of keeping passwords a secret to all operators.

==========

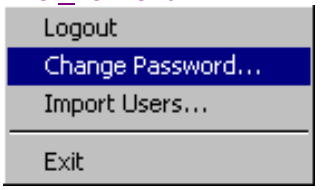
- **PIN:** The desired/new service PIN.
- **Re-enter PIN:** Enter the new PIN again (this helps protect against typing errors).
- **[Ok]:** Confirms (sets) the new service PIN.
- **[Cancel]:** Aborts the PIN-change (keeps the previous one).

Tip: Select a service PIN that will be easy for you to remember, and make any service technicians for the specific accounts aware of this change. As well, be sure to remind all users about the importance of keeping their PIN a secret (especially service technicians).

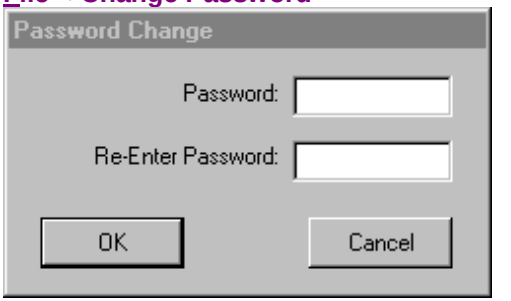
Note: Local configuration through an LCD keypad is supported in single-panel systems set to "Feature-Set" 1 – 4 (up to 1000 users). The service PIN, however, can be changed **only** through the software (any changes done locally will be ignored / overwritten).

For details on the "Feature-Set" parameter, refer to "Account-Wide Panel Settings", and/or "System Capacities".

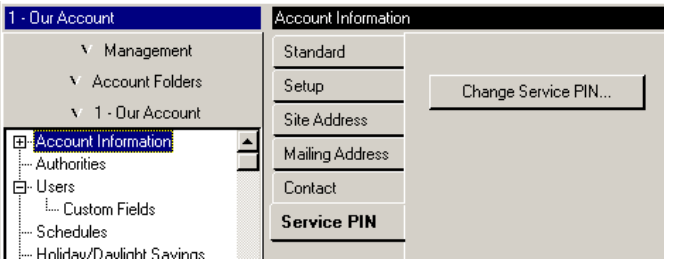
The File Menu



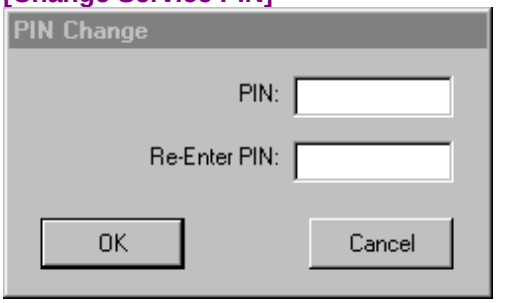
File ⇨Change Password



Account Information ⇨Service PIN



[Change Service PIN]



Large Systems--Checking for Software vs. Panel Differences / Conflicts

Differences between the Database and Individual Panels

Especially with large systems that may communicate infrequently with the individual sites, panels can become out of sync with the software database as time goes on.

Checking for Database Conflicts

To check for database vs. panel conflicts, open the **Tools** menu, and select **Check Database for Conflicts**. Then, refer to the item-descriptions for this screen while viewing the list.

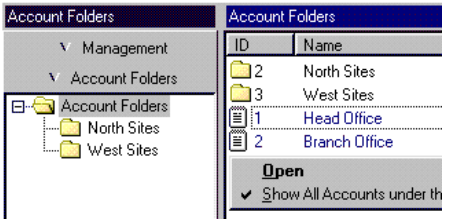
If logged into Multiple Servers: This feature pertains to one server at a time. (Go to **[Servers]** in the 'tree', and double-click your desired server or an associated account.)

Finding an Account (by ID), and Correcting Conflicts

To locate an account by ID-number, select **[Account Folders]** in the 'tree'.

If you have multiple Account Folders: **Right**-click a blank area in the **right-hand** side of the screen, and ensure "Show All Accounts Under this Node" is selected. **Tip:** To sort by account IDs, click the column heading.

[Account Folders] (in the 'tree')



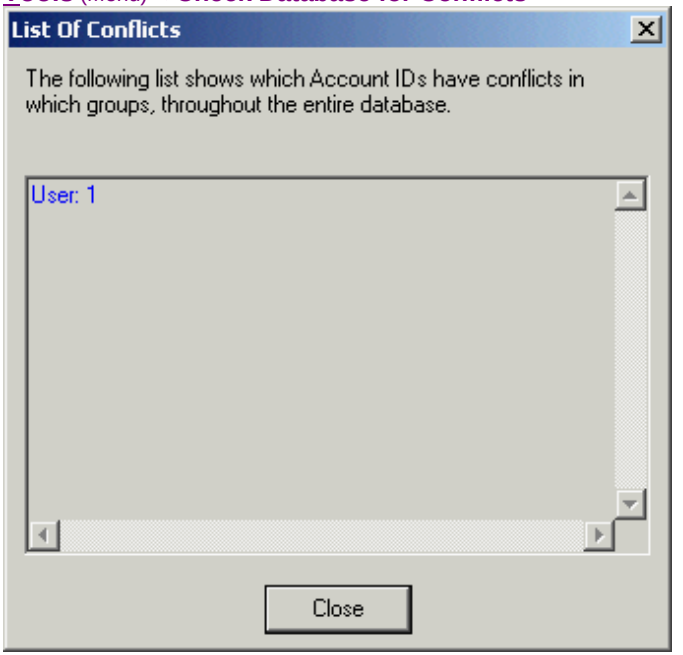
Then, locate (and double-click) the account in the list on the right-hand side of the screen.

To correct a conflict, select the specific topic through the 'tree' or MyTools bar (such as "User"), and follow the conflict resolution screen(s) that appear.

For details on responding to an individual conflict resolution screen, click the specific screen and then press **F1** (or check the index for a topic on correcting conflicts).

Updating/Synchronizing Panels: For details on setting up a communications session with a panel, and transferring or synchronizing data, refer to "Panel Communications and Updates".

Tools (Menu) ⇨**Check Database for Conflicts**


List Of Conflicts
The following list shows which Account IDs have conflicts in which groups, throughout the entire database.
User: 1
Close

This screen shows a list of conflicts between the software database, and settings stored at the individual sites/panels.

- **Form name**, **Account ID**: Listed items pertain to the topic/form that contains a conflict, and the ID number of the specific **account** (NOT the item/user ID).

Panel vs. software conflicts should be corrected before you proceed with any additional database maintenance steps.

Client/Server Systems: Checking to See Who Else is Logged onto the Database

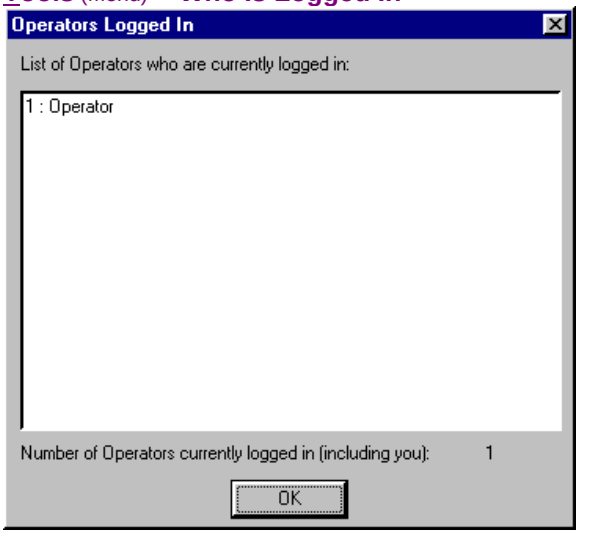
To check/repair the system database, all 'copies' of the Guardall Director software, and panel communications software must be shut down (i.e., on all Guardall Director PCs).

You can check to see if any other operators are presently logged onto the central database by opening the **Tools** menu, and selecting **Who is Logged In**).

If logged into Multiple Servers: This feature also works with a multi-server login (the list will show operators logged into each server).

Tip: Details on shutting down the Guardall Director software, and 'backing up', restoring, or repairing the database are included in the topics that follow

Tools (Menu) ⇨**Who Is Logged In**


Operators Logged In
List of Operators who are currently logged in:
1 : Operator
Number of Operators currently logged in (including you): 1
OK

- This screen shows a list of all operators who are presently logged onto the central Guardall Director database (including yourself).

All 'copies' of the Guardall Director software and panel communications software must be shut down to run the database repair utility.

Checking / Repairing the Guardall Director Database Tables

The Database Check/Repair Utility

In the event of power failure, or improper shut down, etc., the Guardall Director database can become damaged, resulting in unusual or cryptic error messages.

The database table repair utility provided with Guardall Director can check the database for errors, and can usually correct any problems that it finds. As well, this utility compresses the database so it takes up less space.

Tip: If a database cannot be repaired, you can also revert to a previous copy (i.e., restore a backup). This is described in a following section.

In a client-server Guardall Director system, the database/table repair utility is available **only** through the server PC.

Director-Server PC: This is the PC that includes "**...Director-Server.exe**", and typically contains the database as well.

Before checking/repairing the Guardall Director database, first:

1) Client-server systems: Ensure that **no** copies of the Guardall Director (or communications) software are logged into the database (**Tools** menu, "Who is logged In"--see previous topic for details).
2) **Shut down** Your Guardall Director (and communications) software (details follow).

Note: The communications software pertains to PCs that connect with system panels--via cable, modem, or IP-LAN/WAN (≥V3.3).

Shutting Down the Guardall Director Software

At the Guardall Director server, and each client PC (that uses this main database):

- Open the **File** menu;
- Select **Exit**;
- Select **Yes** when asked to confirm.

Shutting Down Communication Modules

At each PC that connects to system panels or modems:

- Open the task bar (move your mouse to the bottom-right of the screen);
- Check for a telephone/communication symbol on the right-hand side;
- If present, right-click this symbol, and select **Exit** from the pop-up menu.
- Select **Yes** when asked to confirm.

Checking / Repairing the Guardall Director Database

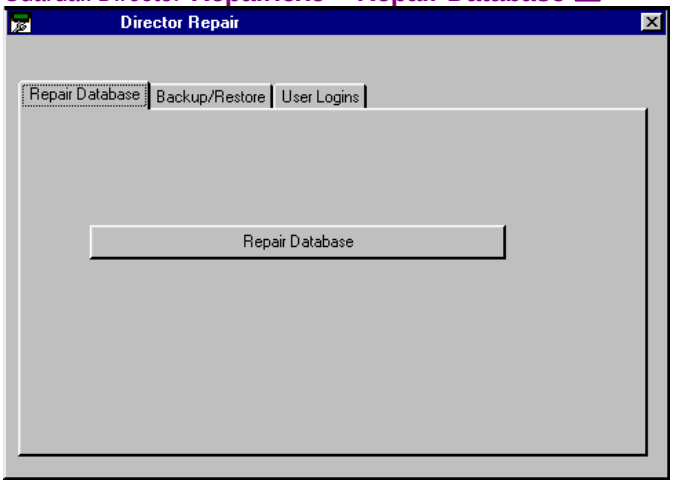
Ensure that all copies of the Guardall Director software (and associated server and communications components) are **shut down**.

At your Guardall Director workstation (server PC if client-server) open the Windows **Start** menu, and select **Programs**, **Guardall Director V4**, and **Guardall Director-Repair**.

Under **Repair Database** 🗀, click **[Repair Database]**, and wait until the 'success' confirmation screen appears. Then, click **[OK]** to close the confirmation screen, and click the **[x]** in the upper-right corner of the 'Director-Repair' screen to close the database check/repair utility.

Tip: For details on copying the database (backup), or reverting to a previous copy (restoring), refer to the next section / below.

Guardall Director-**Repair.exe** ⇨**Repair Database** 🗀



Database Repair

- **[Repair Database]:** Click here to check/repair (and compress) the Guardall Director database file.

  Client-Server Systems: In a client-server Guardall Director system, this utility is available **only** at the server PC, and all associated copies of the Guardall Director software must be *shut down* to repair or restore the database. (To check if anyone else is connected to the database, refer to the preceding topic / above.)

  Director-Server PC: This is the PC that includes "**...Director-Server.exe**", and typically contains the database as well.

- **[x]:** When finished, click this symbol in the top-right corner of the form to exit from the database check/repair utility.

- **Backup/Restore** 🗀 **:** For details on copying the database (backup), or reverting to a previous copy (restoring), refer to the next section / below.

  Note: 'Backups' can be done directly through the Guardall Director software, or through the database repair utility. Repairing the database, or restoring a previous 'backup' can be done only through the database repair utility. As well, database 'backups' (only) can be done on-the-fly, without shutting down any Director workstations.

- **User Logins** 🗀 **:** This feature is documented separately.
  Related Topics: Advanced Database Features

Backing up or Restoring the Database

Database 'Backups'

Backing up the database means making a copy to protect against data loss or corruption due to hard drive failure, power loss, etc.

Tip: A database 'backup' is also compressed so it takes up less space (≥ v3.30 Guardall Director).

Database back-ups **must be done on a regular basis** to protect against hard drive failure and/or data corruption. (Copies should be stored on multiple drives/media, and additional copies should be stored off-site, to be available in the event of fire, etc.)

Client/Server Systems: Beginning with Guardall Director **v3.30**, Database 'backups' can be performed from any Guardall Director workstation 'on-line'--without being concerned if client PCs are logged in.

Note: This is true for the database **backup** feature only--**not** repairing the database, or restoring a backup using the separate database repair utility.

After Upgrading the Guardall Director software: Each new version of the Guardall Director software will typically use an updated database format. As such, a new 'backup' must **also** be done after the software has been upgraded (which includes converting the database for use with the new software).

Preparation Steps

Before making a 'backup' copy of the database, you should typically:

1) Ensure the software database and panels are in-sync. (for details, refer to "Panel Communications and Updates", and/or a preceding section on checking for panel differences).

2) Optional: Run the check/repair utility as described in the preceding topic / above. **Tip:** The backup feature will check the database for errors, and prompt you if you need to repair it first.

Backing up to a Shared Network Drive: If you are unable to access a shared network drive, additional set up may be required. For details, refer to "Windows 2000/XP Authorities" (under "PC Issues and Software Installation").

Making a Database 'Backup' Using the Director Software

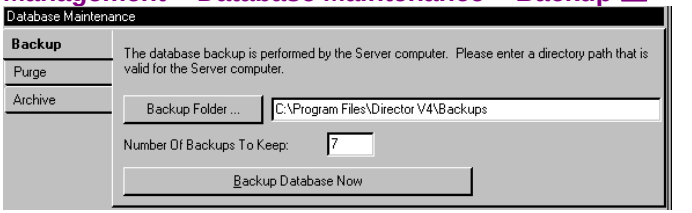
Go to the desired workstation, and 'login' to the Guardall Director software.

To access the database 'backup' feature:

- Select **Database Maintenance** from your MyTools bar, **or**;
- Click **[Management]** in the tree, and select **Database Maintenance**.

On the "Backup" tab, ensure the "**Backup Folder**" and "**Number of Backups to Keep**" values are set as desired.

Management ⇨Database Maintenance ⇨Backup 🗀


Database Maintenance
Backup
Purge
Archive
The database backup is performed by the Server computer. Please enter a directory path that is valid for the Server computer.
Backup Folder ...
C:\Program Files\Director V4\Backups
Number Of Backups To Keep:
7
Backup Database Now

For details, refer to the item-descriptions for this screen.

Client-server Guardall Director systems: See the notice for the "Backup Folder" setting.

Then, click **[Backup Database Now]** on the form. Wait for a 'success' confirmation message, and then click **[OK]**.

Scheduled Backups: To set backups to occur automatically at a scheduled time, see "**Setting Backups to Occur Automatically**" (to follow/below).

Notice: Beginning with V3.3, the 'backup' creates two files (.BAK and .XDF). Both of these files are needed to restore the database.

- **[Backup Folder]:** The folder/location for database copies to be placed (enter the desired location, **or** click the button, and select the desired one).

  Shared/Network Folders: You cannot use 'mapped' drive letters. Be sure to enter shared/network folders in the following format: "\\PcName\ShareName\MoreFolders" (without the quotes).

  Client-server **Notice**: In a client-server Guardall Director system, the 'backup' actually occurs at the Guardall Director server PC. As such, the location entered here must be **as if you were sitting at that PC**. Director Server PC**:** This is the PC that is running "...Director-Server.exe".

  Backing up to a Shared Network Drive: If you are unable to access a shared network drive, additional set up may be required. For details, refer to "Windows 2000/XP Authorities" (under "PC Issues and Software Installation").

- **Number of Backups to Keep:** Once this many 'backups' have been created (over time), new 'backups' will start replacing the oldest ones in the folder. Enter your desired number of files to be retained (**1 - 52**).

- **[Backup Database Now]:** Click here to make a 'backup' copy of the Guardall Director database file.

  Note: 'Backups' can also be done through the database repair utility. Database restorals can be

done **only** through the database repair utility. (server PC if client-server Guardall Director system).

Tip: For details on reverting to a previous copy of the database (restoring), refer to a following topic / below.

- **User Import** 🗀 **:** This feature is documented separately.
  Related Topics: Advanced Database Features

Automatic Backup

This allows setting backups to occur automatically at a scheduled time and frequency. This is documented separately (to follow/below).

Making a Database 'Backup' Using the Table Repair Utility

With software ≥V3.30, you can perform a backup using the Database Repair utility on your Guardall Director workstation (server PC if client-server).

Attention: The "Backup Folder" and "# of days to Keep" values must be set through the Director software. To view or change these settings, refer the preceding topic.

Scheduled Backups: To set backups to occur automatically at a scheduled time, see "**Setting Backups to Occur Automatically**" (to follow/below).

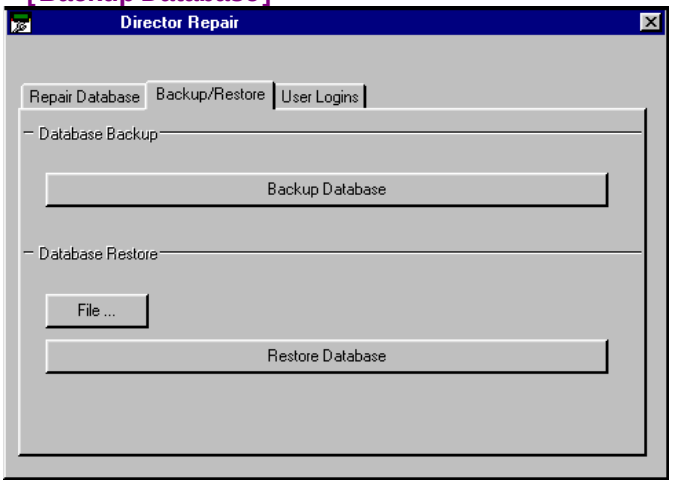
Client/Server Systems: Beginning with Guardall Director v3.30, Database 'backups' can be performed 'on-line'--without being concerned if client PCs are logged in.

To use this method:

- Open the Windows **Start** menu, and select **Programs**, **Guardall Director V4**, and **Guardall Director-Repair**.
- Under **Backup/Restore** 🗀, click **[Backup Database]**.
- Wait for a 'success' confirmation message, and then click **[OK]**.
- Click the **[x]** in the upper-right corner of the 'Director-Repair' screen to close the database check/repair utility.

Notice: Beginning with V3.3, the 'backup' creates two files (.BAK and .XDF). Both of these files are needed to restore the database.

Guardall Director-Repair.exe ⇨Backup/Restore 🗀 ⇨[Backup Database]



Database Backup

- **[Backup Database]:** Click here to make a copy of the database (i.e., perform a 'backup').

  Attention: The "Backup Folder" and "# of days to Keep" values must be set through the Director software. To view or change these settings, refer the preceding topic.

  Tip: Database 'backups' can also be done directly through the Guardall Director software. As well, database 'backups' (only) can be done on-the-fly, without shutting down any Director software.

- **[x]:** When finished, click this symbol in the top-right corner of the form to exit from the database check/repair utility.

- **[Restore Database]** and **Repair Database** 🗀**:** Details on checking/repairing the database appear previous/above. For details on reverting to a previous copy of the database (restoring), refer to the next topic / below.

  Note: Repairing the database, or restoring a backup copy can be done only through the database repair utility. Client-server systems: In a client-server Guardall Director system, this utility is available **only** at the Director-server PC. Director-Server PC: This is the PC that includes "**...Director-Server.exe**", and typically contains the database as well.

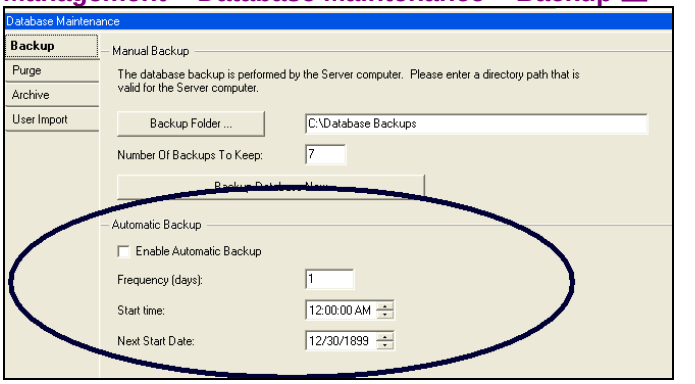
- **User Logins** 🗀 **:** This feature is documented separately.
  Related Topics: Advanced Database Features

Setting Backups to Occur Automatically (Scheduled Backups) v4.5

Beginning with Director V4.5, you can set backups to occur automatically at a scheduled time. Be sure to first do at least one backup manually to ensure there are no issues with the target folder, etc.

Attention: The "Backup Folder" and "# of days to Keep" values must be set through the Director software. To view or change these settings, refer to "**Making a Database 'Backup' Using the Director Software**" (previous / above).

Management ⇨Database Maintenance ⇨Backup 🗀



With Director v4.5 - 4.6x, this feature appeared in the right-click menu of the Director-Server (folder/keypad icon on the Windows taskbar).

Steps:

1) Go to the desired workstation, and 'login' to the Guardall Director software.
2) Access the database 'backup' feature:
   - Select **Database Maintenance** from your MyTools bar, **or**;
   - Click **[Management]** in the tree, and select **Database Maintenance**.
3) Refer to the item-descriptions for this screen while making your selections.

Automatic Backup

- **Enable Automatic Backup:** Select this to allow setting backups to occur automatically.

  Note: This will not be available until you select/enter a backup folder.
- **Frequency (days):** This sets how often scheduled backups will occur (i.e., once every X days—per your selection).
- **Start Time:** This sets the starting time for the scheduled backup.
- **Next Start Date:** This sets the date for the first/next occurrence of the scheduled backup.

  Attention: The "Backup Folder" and "# of days to Keep" values must be set through the Director software. To view or change these settings, refer to "**Making a Database 'Backup' Using the Director Software**" (previous / above).

Reverting to (Restoring) a Backup Copy of the Guardall Director Database

If the Guardall Director database becomes corrupted (such as due to lightning or power failure), or lost (such as due to hard drive failure), you can revert to a copy that was created previously using the 'backup' feature.

In a client-server Guardall Director system, the database restore feature is available **only** through the server PC.

A database backup can be restored only for the **same version** of the Director software that created the backup (although you can upgrade thereafter if desired).

Before restoring the Guardall Director database, first:

1) Optional: Try running the check/repair utility on your present database as described in a previous topic / above (you may not need to revert to a backup-copy).
2) Client-server systems: Ensure that **no** copies of the Guardall Director (or communications) software are logged into the database (**Tools** menu, "Who is logged In");
3) **Shut down** Your Guardall Director (and communications) software.

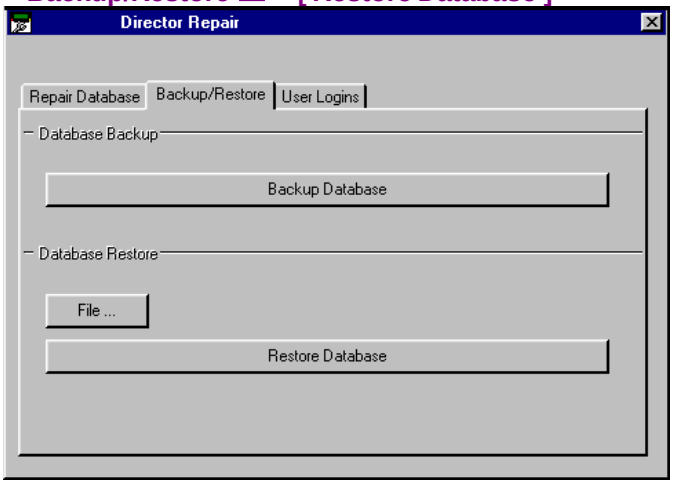
More: For details on these tasks, refer to the topic on checking & repairing the database (previous / above).

Note: The communications software pertains to PCs that connect with system panels--via cable, modem, or IP-LAN/WAN (≥V3.3).

At your Guardall Director workstation (server PC if client-server) open the Windows **Start** menu, and select **Programs**, **Guardall Director V4**, and **Guardall Director-Repair**.

Under **Backup/Restore** 🗀, click **[File]**, and locate and select your desired ".BAK" file (double-click the file, or select it, and click **[Open]**). Then, click **[Restore Database]**. When the 'success' confirmation screen appears, click **[OK]** to close the confirmation screen, and click the **[x]** in the upper-right corner of the 'Director-Repair' screen to close the database check/repair utility.

Guardall Director-Repair.exe
⇨Backup/Restore 🗀 ⇨[Restore Database]



Restoring an Entire PC

In the event of a hard drive failure or other 'catastrophe', you'll need to:

1) Have the computer repaired back into a reliable state.
2) Reinstall MS Windows, and all of your software as necessary--plus the Guardall Director software (new version if applicable).
3) Perform a database restoral; (Details previous/above).
4) If you upgraded the Director software, you must convert the restored database.
   QuickRef: Guardall Director-DB Convert.exe.
   Related Topic: See step **#6** under "Upgrading from an Earlier Version of Software".

- **[File]:** Click here to locate and select your desired 'backup' file (i.e., a BAK file that was created previously). Tip: Double-click the file, or select the file and click **[Open]**.
- **[Restore Database]:** Click here to revert to your selected database file. (You'll be informed when the restoral is finished.)

  Reminder: In a client-server Guardall Director system, this utility is available **only** at the server PC, and all associated copies of the Guardall Director software must be *shut down* to repair or restore the database. (To check if anyone else is connected (logged in) to the database, refer to a preceding topic / above.)
- **[x]:** When finished, click this symbol in the top-right corner of the form to exit from the database check/repair utility.
- **[Backup Database]** and **Repair Database** 🗀**:** For details on these features, refer to the preceding topics/above.

  Note: 'Backups' can be done directly through the Guardall Director software, or through the database repair utility. Repairing the database, or restoring a previous 'backup' can be done only through the database repair utility.

- **User Logins** 🗀 **:** This feature is documented separately.
  Related Topics: Advanced Database Features

Exporting or Importing Activity or Audit Logs (Archive)

What is Archiving?

The archive feature allows moving message logs out of the main database (to improve performance), or re-importing them for use with activity and audit reports.

Read Me: Archiving or purging on a regular basis is highly recommended since the system can become

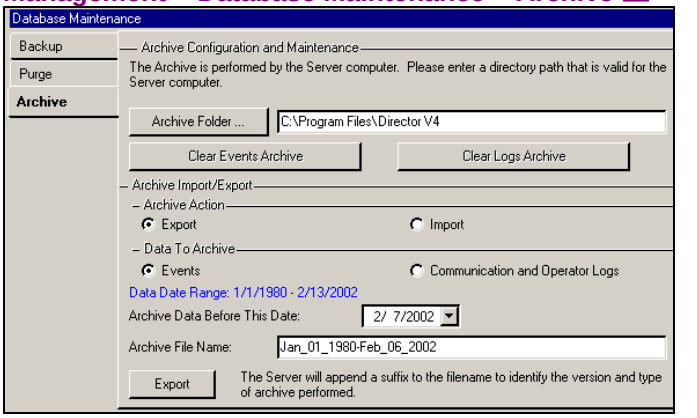
slow and/or unstable if database files become very large.

Note: Archiving pertains to activity messages and/or panel communications and database-update logs (from all defined accounts). V4.1x software also supports / converts v4.0x archives as well.

Tip: For message logs that will NOT be needed for future reports, use the **purge** feature instead (to follow).

Also See: "Reporting on System & Personnel Activity", and "Reporting on Operator Audits or Panel Communications Logs"

Management ⇨Database Maintenance ⇨Archive 🗀



Archiving Messages (Import or Export)

To access the 'Archive' screen:

- Select **Database Maintenance** from your MyTools bar, **or**;
- Click **[Management]** in the tree, and select **Database Maintenance**.

Then, select **Archive** 🗀, and refer to the item-descriptions for this screen while making your selections.

- **[Archive Folder]:** This is the location where the archived data will be stored.

  Client-server **Notice**: In a client-server Guardall Director system, the archiving actually occurs at the Guardall Director server PC. As such, the location entered here must be **as if you were sitting at that PC**. Director-Server PC: This is the PC that includes "**...Director-Server.exe**".
- **[Clear Operator Log Archive]:** This clears any operator logs that had been previously re-imported from an archive (does not affect the external archive data);

  Note: This will include the detailed user and operator audits that are logged if that feature is enabled under "[Management], ⇨Reporting".

  Details: Detailed Operator and User Audit Trail (≥V4.6)
- **[Clear Events Archive]:** This clears any event messages that had been previously re-imported from an archive (does not affect the external archive data);
- **[Clear Communication Log Archive]:** This clears any communication logs that had been previously re-imported from an archive (does not affect the external archive data);

Archive Action

- **Export:** Select this to have messages/logs moved from the database to the external archive file (improves system performance);
- **Import:** Select this to have messages/logs moved from the external archive file back into the database (for inclusion in activity or audit reports);

Data to Archive

- **Operator Log:** Messages pertaining to changes made by operators;

  Note: This will include the detailed user and operator audits that are logged if that feature is enabled under "[Management], ⇨Reporting".

  Details: Detailed Operator and User Audit Trail (≥V4.6)
- **Events:** Messages pertaining to activity that occurred in the facility (access granted/denied, sensor tripped, etc.);
- **Communication Log:** Logs pertaining to panel communications/update sessions.

(If you are Exporting Data)

- **Data Date Range:** Date range of all messages/logs in the database (not including any imported archive data);
- **Archive Data Before This Date:** Select the date for the oldest messages/logs that are to be

retained in the database. (All older ones will be moved to the external archive file.)

Pop-up Calendar: Click the [▾] beside the date to access a calendar.

- **Archive File Name:** The filename is set automatically (to indicate the date-range of the data being archived). You can change this if desired.

  Note: An archive-type reference will be added to the end of the filename.

- **[Export]:** After re-confirming your selections, click this to export the data.

(If you are Importing Data)

- **[Archive File Name]:** Select this to browse for the desired archive file. (Locate/select the file, and click **[OK]**.)
- **[Import]:** After re-confirming your selections, click this to re-import all messages/logs from the chosen file.

Removing old Activity or Audit Logs (Purge)

What is Purging?

"Purging" refers to deleting old records from the message logs, to free up additional hard-drive space, and allow reports to run faster.

Read Me: Archiving or purging on a regular basis is highly recommended since the system can become slow and/or unstable if database files become very large.

Purging can be done manually, and can also be set to occur automatically.

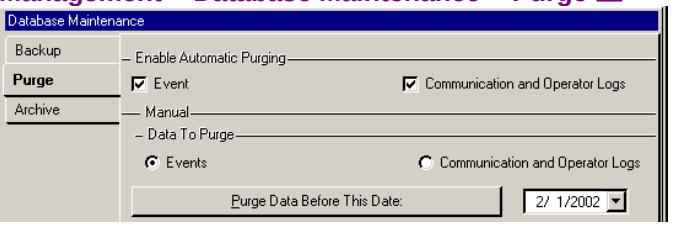
Note: Purging pertains to activity messages and/or panel communications and database-update logs (from all defined accounts).

Tip: To have the data available for running reports in the future, use the **archive** feature instead (previous / above).

Purging (Deleting) Messages, or Setting up Automatic Purging

To access the 'Purge' selections:

Management ⇨Database Maintenance ⇨Purge 🗀



- Select **Database Maintenance** from your MyTools bar, **or**;
- Click **[Management]** in the tree, and select **Database Maintenance**.

Then, select **Purge** 🗀, and refer to the item-descriptions for this screen while making your selections.

Enable Automatic Purging

- Select the type of messages to be deleted.

  Automatic purging automatically deletes older activity/audit messages (in stages). This occurs when the event log reaches its capacity.

  Message Log Capacity (V4.7x): The following number of messages are supported:

Message Type	Typical (SQL Server Express)	SQL Server Inst. Option	After Auto-Purge
Alarm / event messages	1,000,000	20,000,000	Minus 5%
Communications logs	50,000	50,000	Minus 10%
Operator logs	240,000	240,000	Minus 10%

Manual Purging / Data to Purge

Manual purging allows you to manually delete messages older than a specified date. Select the type of messages to delete.

- **Operator Log:** Messages pertaining to changes made by operators;

  Note: This will include the detailed user and operator audits that are logged if that feature is enabled under "[Management], ⇨Reporting".

  Details: Detailed Operator and User Audit Trail (≥V4.6)

- **Events:** Messages pertaining to activity that occurred in the facility (access granted/denied, sensor tripped, etc.);
- **Communication Log:** Logs pertaining to panel communications/update sessions.
- **[Purge Data Before This Date]:** Click the [▾] beside the date to access a pop-up calendar. Select the date for the oldest messages/logs that are to be retained in the database.

  (All older ones will be permanently deleted.).

  After re-confirming your selections, click **[Purge Data Before This Date]** to delete the older messages/logs.

Operating System Maintenance

The Microsoft Windows operating system has been in development and general use for many years. Microsoft is finding existing 'issues', and releasing "Service Packs" or other types of updates on an on-going basis to ensure Windows users have a more-or-less trouble-free experience.

It is important to keep your Windows operating system up-to-date in this regard.

Windows Version	Recommended Updates	Reference
Windows Vista	Check for the latest service pack	http://support.microsoft.com
Windows XP		
Windows 2003 Server		
Other versions of MS Windows	n/a (not supported)	

Director Server PC: For optimal performance, we recommend running the Director (server) software on a dedicated PC.

Component	Recommended Updates	Reference
Microsoft SQL Server Express	Check for the latest service pack	http://support.microsoft.com
Microsoft SQL Server 2000 or 2005		

Note: Microsoft SQL Server Express pertains to a typical installation.
SQL Server 2000 or 2005 pertains to a Director installation being managed under SQL server.

System Configuration

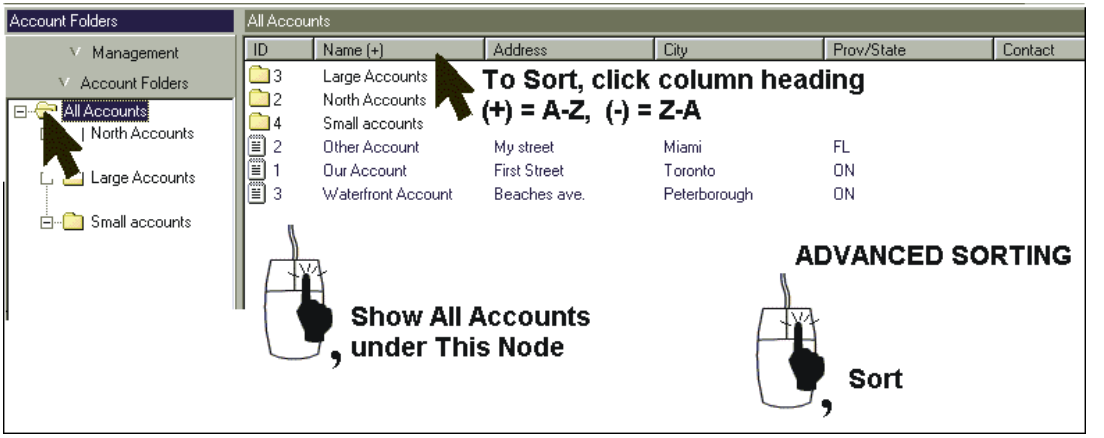
Beginning with V4.0 Guardall Director, you can use the **Configuration Wizard** to set up a new system. For more information, refer to "New Installation? Try the Wizard!".

Working with Accounts and Folders (Multi-Account Systems)

Account Folders, and account-selection issues pertain only for systems with multi-account licensing (or operators with the authority to edit account folders). Beginning with V4.0 Guardall Director, you can use the Configuration Wizard to set up a new system. For more information, refer to "New Installation? Try the Wizard!".

Note: Beginning with v4.74, account management has been simplified--with accounts appearing in the right-hand window only. (If the accounts aren't shown, right-click the window and select "Show all accounts…".)

Visual Quick-Start



You can view accounts folder-by-folder, or sort a full listing by name, address, etc.

Adjusting the Width of a Column: Drag the boundary between two column headings.

Sorting on Multiple Items: See "**Advanced Sorting**" (to follow/below).

If Multi-Server Login: See "**After a Multi-Server Login**" (to follow/below).

Accounts and Account Folders

An account represents a site, or collection of sites that will share a common set of users, authorities, schedules, etc. In general, this will typically be a single company or customer.

Account folders, on the other hand, provide a method for organizing accounts.

Multi-Server Login: To allow working with (or in) account folders, ensure the desired server is selected under **[Server]** in the 'tree'. (Double-click a server to access its account folders.)

Account folders are shown in a tree/outline on the left, and accounts appear on the right. (If the accounts aren't shown, right-click the window and select "Show all accounts…".)

Tip: Account folders are referenced by "operator permissions"--allowing different types of permissions to be assigned to groups of accounts. Be sure keep this in mind when deciding where to put each account.

Single Account Systems/Licensing: With single-account licensing, the account/folders 'tree' will NOT appear.

For systems that support multiple accounts that presently have only one defined, the "Edit Accounts / Account Folders" authority determines whether or not **[Account Folders]** will appear in the tree. For details, refer to "Operator Permissions".

Viewing Accounts and Folders

Click **[Account Folders]** in the 'tree'. Then, right-click the account window and ensure "Show all Accounts…" is selected (✓). You can now:

- Browse through folders and select one on the left to view its accounts on the right;
- Locate and open an account on the right (double-click).

- Drag to adjust a column width, or click to sort on a column heading.

Opening an Account, or Switching to a Different Account (for Monitoring, Status & Control, User Admin., etc.)

Click **[Account Folders]** in the 'tree', browse through and select an account folder on the left, and locate and open the account on the right (double-click).

Multi-Server Alternative: For a multi-server login, you can also view and select accounts under **[server]** in the 'tree'.

Your selected account will remain 'open' (e.g., for the event monitoring window) until you select **[Account Folders]** or **[Management]** in the 'tree'.

Single-account license: In this case, account folders are not shown in the 'tree'. (To access your account, simply click your site/account button in the tree.)

Renaming an Account Folder

Let's suppose you'd like to rename the default account folder as "All Accounts": Click **[Account Folders]** in the 'tree', right-click the desired folder, and select **Rename**. Then, type the new name as desired, and press **Enter**.

Renaming an Account

Accounts can be renamed in the "Account Information" screen for the account.

Click **[Account Folders]** in the 'tree'. Then, locate and double-click the specific account using the 'tree' and/or main window.

Exception (Single-account licensing):
Click **[*Your Account*]** in the tree.)

When the Account Information screen appears, change the name as desired.

Tip: Your settings will be saved automatically when you select a different screen or topic.

Adding an Account Folder

Let's suppose you want to add an account folder called "Remote Sites" under "All Accounts".

Click **[Account Folders]** in the 'tree', right-click the desired location for the new folder, and select **Add Account Folder**. Then, type the desired name, and press **Enter**.

Adding a New Account

Let's suppose you want to add a new account "Site ABC" in a folder called "Remote Sites".

Click **[Account Folders]** in the 'tree', select the folder where you want to put the new account, right-click the account window on the right, and select **Add Account**. Then, respond to the small wizard screens that appear—selecting a few basic operating parameters and clicking **[Next]** or **[Finish]** as needed.

Note: When a new account is set up in this way, some default items/values are set up automatically. If you need to change the panel operating mode (e.g. North America vs. UK-ACPO), and wish to obtain suitable default values, it is best to set up a new account and delete the old one.

Tip: There are numerous items that can be set up for each account. For a suggested procedure, refer to "Setting up a New System (Commissioning)".

Moving an Account (or Folder) Into a Different Location

Accounts and account folders can be moved as desired using the familiar drag-and-drop approach: Click **[Account Folders]** in the 'tree'. Then, locate the desired account or folder, and use your mouse to drag the item into the desired location.

Notes: • The target folder may not be highlighted--simply 'drop' the item when the mouse cursor is on top of the desired folder. • Accounts can be managed like this in the account window only (not in the 'tree').

If you need to Delete an Account (or Account Folder)

Before deleting an account, first check to ensure that it is not assigned to any operators: Select **[Management]** in the tree, open the **Operator** branch, and select **Operator**. Then, use the **Grid** / **Form** toolbar-button to switch to 'grid' view, and scroll through the operator list, checking the "Account" and "Monitor Account" columns for the specific one. Be sure to reset any as needed as you go along (click **[...]**).

Note: To allow deleting an account **folder**, you must ensure that it is not assigned within any operator-permissions screens. See: Operator Permissions

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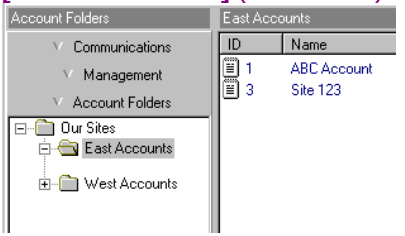
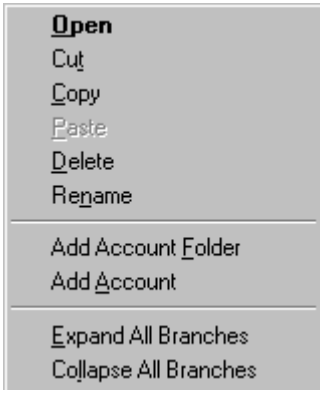
Then, click **[Account Folders]** in the 'tree', and locate and select your desired folder and account--as applicable (folders on the left, accounts on the right).

Now, right-click the account or folder and select **Delete**. When asked to confirm, read the warning message. Choose **Yes** only if you are certain you are not deleting an active account.

[Account Folders] (in the 'tree')



After Right-Clicking within the 'Account Folder' Portion of the Tree (applicable topics)



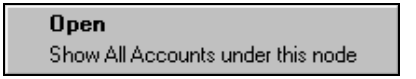
- **Add Account Folder:** Select this to add a new folder for organizing your accounts.
- **Add Account:** Select this to add a new account.

Tip: Beginning with Director ≥V4.4, a small wizard will appear--asking you to indicate some basic operating parameters for the new account.

Note: When an account is added in this way, some default items/values are set up automatically. If you need to change the panel operating mode (e.g. North America vs. UK-ACPO), and wish to obtain suitable default values, it is best to set up a new account and delete the old one.

- **Expand All Account Folders:** Shows all account folders in the tree.
- **Collapse All Account Folders:** Hides / closes all account folders in the tree (except for the highest-level / root folder).

After Right-Clicking within the Account List (Middle of your Screen)



- **Open:** Opens a selected account or folder (i.e., the item that you right-clicked).
- **Sort:** Allows sorting the account list on more than one item (e.g., by city, then account name, etc.) See "**Advanced Sorting**" (to follow/below).
- **Show all Accounts under this Node:** Shows all accounts within a selected folder—including all sub-folders, as if all of these accounts were in the 'root' of the selected folder.

  Note: The desired folder must be select first.

After a Multi-Server Login

You can log into up to 6 server PCs at a time. This allows listing and selecting accounts across multiple servers without having to log out in-between. All servers you are presently logged into appear under **[Server]** in the 'tree'.

Related Topic(s): Startup and Logging In

After a multi-server login, you will be directed to a **[Server]** node in the 'tree' (or the master account list if the tree is not displayed). You can then:

- Select the "Servers" node in the 'tree' to list all accounts across multiple servers, or;
- Select a server to see the accounts for that server, or;
- Double-click a server to go into the 'Account Folders' for that server.

Working with the Account List: See the "Visual Quick-Start" (previous/above), or look for "**Advanced Sorting**" (to follow/below).

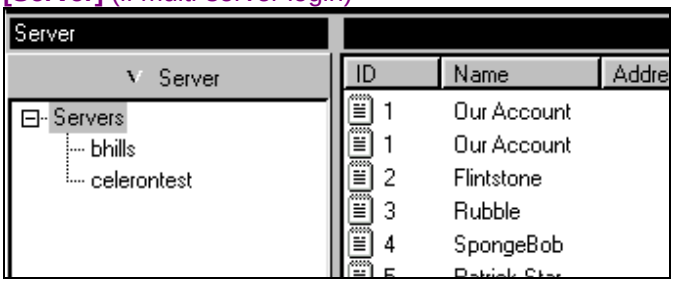
Account Folders: Account folders are not shown in this screen. (Double-click a server to access its account folders.)

Operator Permissions: Each operator will be able to view only the accounts associated with their assigned folders. Related Topic(s): Operator Permissions

Show all Accounts under This Node: This selection applies only to account folders (it is not needed in the **[Server]** portion of the 'tree').

Shared Users: Shared users, etc. pertain to individual servers (i.e., items cannot be shared across servers). Related Topic(s): Users and Holidays Shared Across Multiple Accounts

[Server] (if multi-server login)



Advanced Sorting

In addition to sorting on a single column heading, the account list can be sorted on multiple items as desired (e.g., by City, then account name, etc.).

Steps:

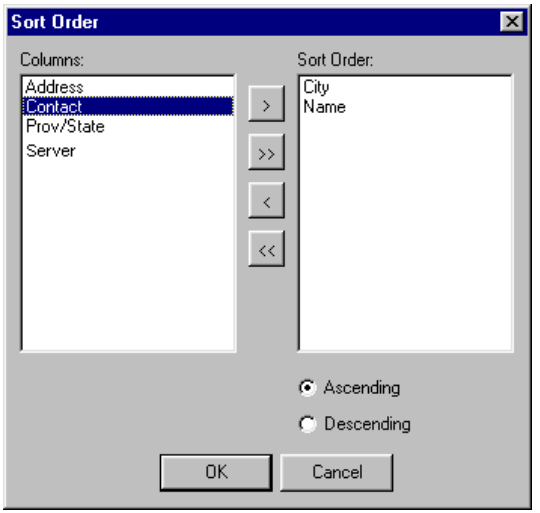
1) Go to the desired 'node' under **[Account Folders]** in the 'tree' (or **[Server]** if logged into multiple servers).
2) Right-click within the account list, and select "**Sort**" from the pop-up menu.
3) Refer to the item-descriptions for this screen while making your selections.

To Sort Through **All** Accounts: Before selecting **Sort**, select the **highest-level** (parent) account folder in the tree. Then, **right**-click the account list, and select "Show All Accounts under This Node".

Multi-Server Exception: After a multi-server login, use the account list under "Server" in the 'tree'. (Select "Servers" in the 'tree', and then sort the list as desired.)

Related Topic(s): Startup and Logging In

Right-Click the Account List ⇨Sort



- **[>]:** Adds selected item to the sort-order;
- **[>>]:** Adds all items to the sort-order;
- **[<]:** Removes selected item from the sort-order;
- **[<<]:** Clears the "Sort Order" list (for unsorted accounts, or to set up a new sort order).

- **Ascending:** A - Z starting at the top of the screen (+).
- **Descending:** Z - A starting at the top of the screen (-).

Notes:

- Account sorting results are not saved. To sort the account list again, simply click a column heading, or make your selections here again;
- When you sort by clicking on a column heading in the account list, this is also reflected in the **Sort** screen (Sort Order);
- Sorting is reflected in the column headings of the account list: (+) = A-Z, (-) = Z-A, and numbers

indicate the sequence of items within the sort-order (e.g., sorted by City **1**, then account name **2**).

Users and Holidays Shared Across Multiple Accounts

Note: Suite-security keypads and "Communities" (Shared Users) are not supported at the same time.

Introduction

Beginning with Director V4.2, you can set up users and/or holidays to apply to multiple accounts.

Once set up, changes can be made to a shared user or holiday within a specific account, and the changes will be copied to other applicable accounts automatically.

Tip: This is also true for changes made to a shared holiday (or a shared user changing their PIN) at an LCD keypad associated with any of the applicable accounts.

Multi-Server Login: Shared users, etc. pertain to individual servers (i.e., you can view accounts across multiple servers, but items cannot be shared across servers). Related Topic(s): Working with Accounts and Folders

Technical Notes

- Beginning with Director V4.7, this feature is supported with ALL panel feature-set values higher than **1**;
- With Director V4.20 – 4.6x, this feature is limited to panel feature-set **2, 3,** or **4** (1 panel per account, with up to 1000 users each.);
- With panel firmware ≥V4.2, a user can change their own PIN at an LCD keypad, but all other "shared" items and settings can only be edited through the Director software;

With panel firmware earlier than V4.2:

- All edits made to shared users through an LCD keypad (including a shared user changing their own PIN) will be ignored/reset by the software.
- Since authority ID#s are reserved in blocks of five, and these must be defined within each account: If one of these is not being used and is deleted through an LCD keypad, the software will maintain integrity by sending a "no areas, no times" version of the authority back to the panel.

Community Groups (≥V4.7)

--was "Shared Groups"

Community Groups allow setting up groups of users and/or holidays to apply to multiple accounts, while maintaining data integrity for authorities and other site-specific settings.

Required Permissions

As with all features, applicable permissions are required to use this feature (for each operator, and any client PCs).

Notes: Editing a shared user within an account requires 'edit' permission for 'users' **and** 'shared users'. (The same approach applies to holiday permissions.)

Editing shared items elsewhere requires 'edit' permission for the applicable type of shared item only. (Pertains to: "[Management] ⇨Community Groups" and/or "Account Folders ⇨Shared Groups ⇨Shared *Item*".)

Assigning groups to accounts requires permission to access the specific account folder(s).

Related Topics:
"Operator Permissions"
"Client/Server Access and Permissions"

Overview of Steps (Details follow)

- (This assumes your accounts have already been set up for areas, devices, and schedules.)
  Related Topics:
  + "New Installation? Try the Wizard !", **or**
  + "Setting Up a New System (Commissioning)"
- **Phase 1: Account-Specific Data**
  (Account Info., Custom User fields, Authorities);
- **Phase 2: Set Up Community Groups**
- **Phase 3: Set up Shared Users and Holidays**
- **Phase 4: Assign Shared Items to Accounts**

If You wish to Delete a Shared Item (Phase 2)

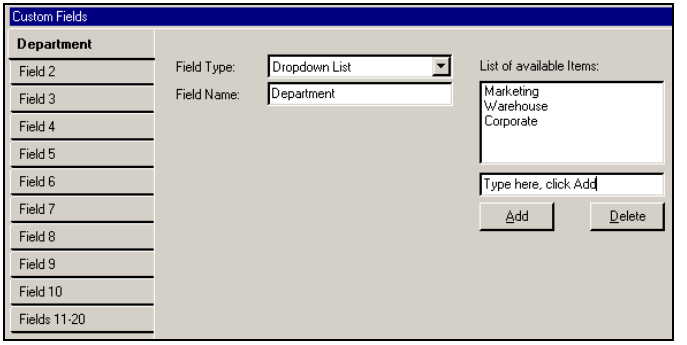
If you delete a shared user or holiday (under Shared Groups in the tree, or within a specific account), the deletion will affect all accounts associated with the shared item.

Community Groups, however, cannot be deleted if presently assigned anywhere.

(To remove an account assignment: See step 4A.)

Then, right-click within the 'row' for the specific item, and select **Delete** from the pop-up menu. When asked to confirm, select **Yes**.

Account Folders ⇨*AccountName* ⇨Users ⇨Custom Fields



Phase 1: Account-Specific Data

1A: Misc. Account Settings

Feature Set:

"Shared Users" are supported only for specific panel "Feature Set" values:

- **Beginning with V4.7:** Feature set 2 or higher.
- **Director V4.2 - 4.6x:** Feature-set 2, 3, or 4.

To enable the required screens, go into the "Account Information" screen for each account, and change the "Feature Set" value if needed (also see the "Technical Notes").

Related Setting: *AccountName* ⇨Account Information ⇨Standard🗀 See: "Account-Wide Panel Settings".

"PIN Mode" and "User Logon Mode":

Shared users can only apply to accounts set for the same "**PIN Mode**" and "**User Logon Mode**". Ensure these are set appropriately for each account that is to support shared users.

Related Setting: *AccountName* ⇨Account Information ⇨Setup🗀 See: "Account-Wide Panel Settings".

1B: Set up any Custom User Fields for Shared Users

Shared users can have up to 20 custom information categories (user fields) as usual (such as: position, department, vehicle plate, etc.). However, for shared users, these fields can be "single-line edit" only (i.e., values are typed in instead of being selected from a list).

How this is implemented:

- If the accounts are defined with 'single-line edit' user fields, any user-field values for the shared users will apply to the assigned accounts.

  Note: In this case, user-field values will also be updated for all applicable accounts if changed for a shared user in any one of the accounts.

- For any accounts with some other type of custom user fields (e.g., multi-line edit, or drop lists), the custom user-field data is retained and managed separately within each account, and any shared 'custom-user-field' data will be ignored.

Steps / Detail

Custom-user-fields for shared users are initially configured separately for each account.

To implement shared 'custom-user-fields', these fields must be defined with the same

usage and order for all applicable accounts, and they must be set as 'single-line edit' fields.

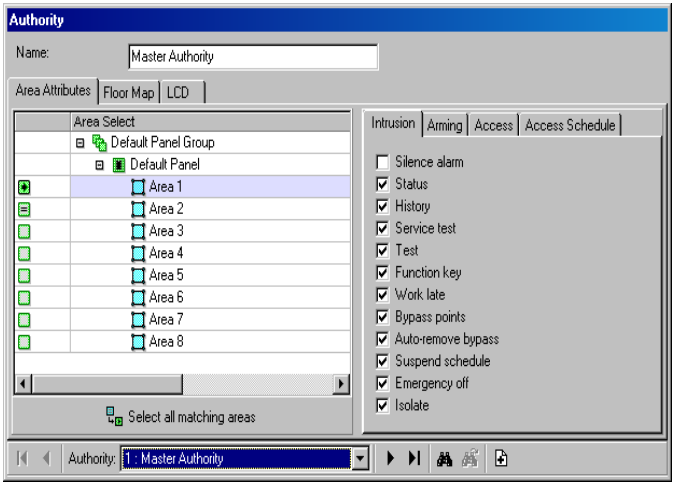
Related Topic: "Custom Information Categories for Users...".

1C: Ensure Authorities Have Been Set up for Each Account

In Phase 2, groups of authority ID#s will be reserved for use with shared users (5 at a time). Due to differences in areas, and security requirements, the authorities themselves must be set up at each account as usual (at the same authority ID# for each account). Be sure to keep track of the authority ID# range to ensure the correct ones are reserved in Phase 2.

Notice: Authorities must be defined for ALL reserved ID#s (e.g., 1-5, 6-10, etc.).

Account Folders ⇨*AccountName* ⇨Authorities



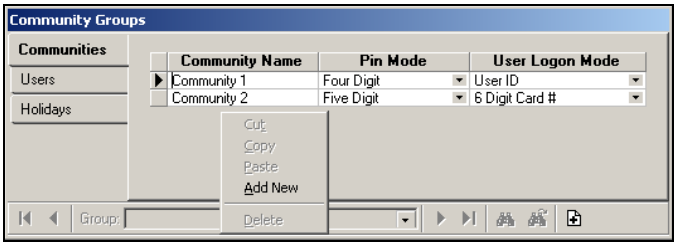
Viewing or Entering These Settings

For each account:

- Select **[Account Folders]** in the 'tree', and double-click the desired account.
- Select **Authorities** from the MyTools bar, or in the 'tree'.

Then, refer to the "Authorities" administration topic for details on the provided selections.

Phase 2: Community Groups



2A: Set Up Communities

With shared users, the 'PIN Mode' and 'User Logon Mode' for each account is set under "[Management] ⇨Community Groups", and will not be editable under "Account Information". (This is required since the length of each user's PIN and card number is fixed.)

These are defined as "Communities" which will be assigned in step 2B.

Note: If communities are assigned to accounts without setting up shared users, this will block the same card numbers from being used across all accounts for each community (i.e., each card number can only apply to one account for each specific community).

How to Get Here (Locator)

Select **Community Groups** from the MyTools bar, **or** select **[Management]** in the tree, and **Community Groups**, followed by the **Communities** tab.

Things You Can Do

- To add a new community to the list, click the [+] near the bottom of the screen (or right-click the screen, and select "**Add New**" from the pop-up menu.
- To delete an unused community, right-click it in the list, and select "**Delete**".
  Note: You cannot delete a community from the list if it is presently being used (i.e., assigned to user-groups).
- To enter or change settings for a community, refer to the item-descriptions for this screen.

Note: 'Grid' view does not apply to this feature.

- **Community Name:** Click here and type a suitable name (such as "4dPIN-5dCard Accounts").
- **PIN Mode:** Click the small button here, and select the PIN length (4 or 5 digits);
- **User Logon Mode:** Click the small button here, and select the logon mode (ID-only, or number of digits in the card numbers);

  Note: PIN Mode and User Logon Mode pertain to logging in at LCD keypads, or gaining entry at a reader that is set for "ID+PIN mode.

2B: Reserve User ID#s (Shared User-Groups)

"Shared User Groups" allow setting up shared users in blocks based on common authorities, plus the 'PIN Mode' and 'User Logon Mode' for the accounts to be associated with these users. This includes reserving ranges of user ID#s for groups of shared users.

Tip: This is done in blocks of ten (whether they all will be defined or not).

Note: For multiple groups of shared users to apply to the same account, ensure the ID ranges do not overlap.

How to Get Here (Locator)

Select **Community Groups** from the MyTools bar, **or** select **[Management]** in the tree, and **Community Groups**, followed by the **Users** tab. Then, select your desired community near the top of the screen.

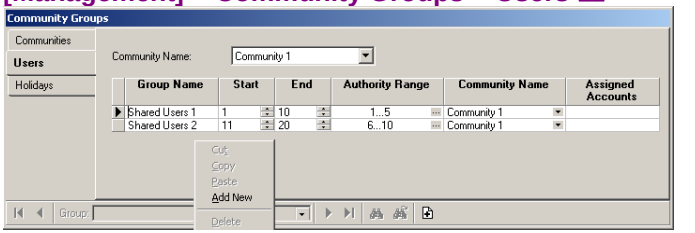
Tip: This screen shows the "Shared User Groups" for one community at a time. The selected "Community" will be assigned by default, but you can change this if desired.

Things You Can Do

- To add a new "Shared User Group" to the list, click the [+] near the bottom of the screen (or right-click the screen, and select "**Add New**" from the pop-up menu.
- To delete an unused "Shared User Group", right-click it in the list, and select "**Delete**".
  Note: You cannot delete a "Shared User Group" from the list if it is presently being used (i.e., assigned to any accounts).
- To enter or change settings for a "Shared User Group", refer to the item-descriptions for this screen.

Note: 'Grid' view does not apply to this feature.

[Management] ⇨Community Groups ⇨Users 🗀



- **Community Name:** This allows selecting one "Community" for which "Shared User Groups" can be viewed, edited, or added.
- **Group Name:** Each row represents one "Shared User Group". Select the existing name, and type to change it to something more suitable (e.g., "North Users", "Divisional Managers", etc.).
- **Start** and **End:** Use the arrows to select the start and end value for your desired range of shared user ID#s (blocks of 10).
- **Authority Range:** This sets a range of authority ID#s to be reserved for associated shared users. This is done in blocks of five (whether they all will be used or not). Click the small button here, and then use the arrows in the small screen to select the start and end value for your desired range of authority ID#s (e.g., 1-5, 11-20, etc.). When finished, click **[OK]**.

  Note: Since user 'authorities' are tied to 'areas' (and since security requirements may differ between sites), the authorities themselves cannot be shared across multiple accounts. Instead, they are set up as usual for each account as discussed in step 1C.
- **Community Name:** When you right-click and select "Add New", the new "Shared User Group" is assigned to the present "Community" by default. If it is not presently being used, you can change its community here.

  Notice: If you change this value, the "Shared User Group" will no longer appear here--unless you select its new "Community" at the top of the screen.
- **Assigned Accounts:** For "Shared User Groups" that have been assigned to account(s), a small button will appear here to allow viewing the associated accounts.

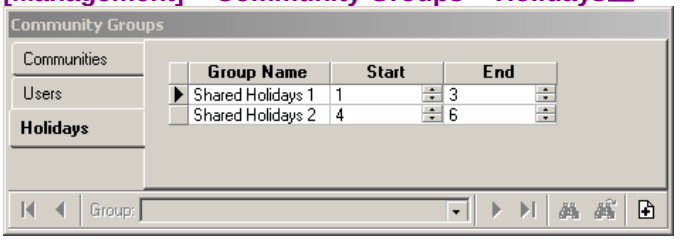
Authority Name

- **Authority:** This shows each reserved authority ID number for the selected "Shared User Group" row (select the desired row above first).

  Note: When you first add a "Shared User Group", its authority information will not be available here until you either click the "**Save**" button, or go to another screen, and then return to this one.
- **Name:** This is a reference description that will appear when assigning authorities to groups of shared users.

  It is useful to set these to indicate the reserved ID# (such as: "1st ID--CEO & Directors", "2nd ID--Division Managers", etc.).

[Management] ⇨Community Groups ⇨Holidays



2C: Reserve Holiday ID#s (Shared Holiday Groups)

Holidays (and time-change dates) can be shared across multiple accounts if desired. This includes reserving ranges of holiday ID#s for use with each group of shared holidays. This is done in blocks of three or more.

Note: Holiday #1 & #2 are reserved for the dates to switch between Daylight Savings and Standard Time.

Notes: For multiple groups of shared holidays to apply to the same account, ensure the ID ranges do not overlap.

When setting up each block of shared holidays, only the reserved ID#s will be available.

How to Get Here (Locator)

Select **Community Groups** from the MyTools bar, **or** select **[Management]** in the tree, and **Community Groups**, followed by the **Holidays** tab.

Things You Can Do

- To add a new "Shared Holiday Group" to the list, click the [+] near the bottom of the screen (or right-click the screen, and select "**Add New**" from the pop-up menu.
- To delete an unused "Shared Holiday Group", right-click it in the list, and select "**Delete**".
  Note: You cannot delete a "Shared Holiday Group" from the list if it is presently being used (i.e., assigned to any accounts).
- To enter or change settings for a "Shared Holiday Group", refer to the item-descriptions for this screen.

Note: 'Grid' view does not apply to this feature.

- **Group Name:** Each row represents one "Shared Holiday Group". Click here and type a suitable name (such as "DST and xmas", "CommonHols2", "4th to 6th Hol.", etc.).
- **Start** and **End:** Use the arrows to select the start and end value for your desired range of holiday ID#s (blocks of 3 or more).

Phase 3: Shared Users and Holidays

3A: Setting up Shared Users

Once the related "Community Groups" have been set up (previous/above), you can set up shared users the same as for individual accounts, with the following exceptions:

- Shared users are initially defined under "[Account Folders] ⇨**Shared Groups**"; (NOT under "Users" for a specific account.)
- Shared users are grouped in the tree by their "Shared User Group" (defined previously); (e.g., North Users, Division Managers, etc.)
- Shared users will occupy the same user ID# within each account (from the ID# range within each 'Shared User Group').
- Each group of shared users is limited to the reserved authority ID# range as was assigned to each specific group. (e.g., 1st - 5th authorities, 6th - 10th, etc.)

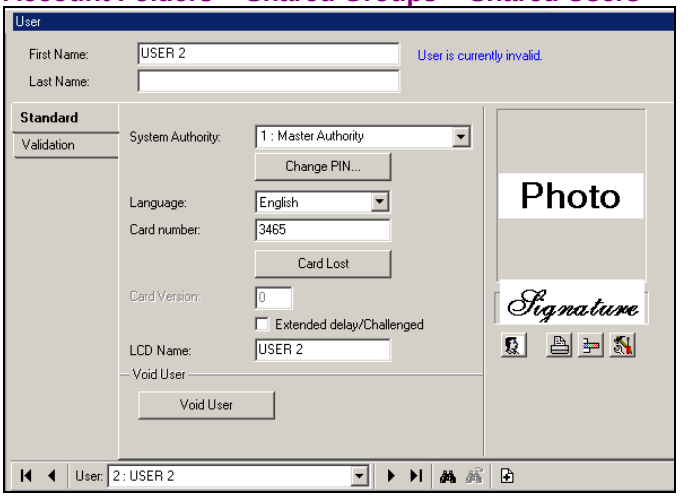
Notes: After initial set up, changes made to a shared user under any individual account will be automatically copied to the other applicable accounts (and the "Shared Users" screen).

If desired, you can even assign groups to accounts 1st (step 4A), and then define the users either here, or at the applicable user ID# in any of the applicable accounts.

Viewing or Entering These Settings

Select **Shared Users** from the MyTools bar, **or** select **[Account Folders]** in the tree, and then 'open' **Shared Groups**, and **Shared Users** (click the "**+**" beside each topic).

Account Folders ⇨Shared Groups ⇨Shared Users



The **Shared User** screen is virtually identical to the **Users** screen. Please refer to the "Users" administration topic for details on the provided selections.

Tip: While referring to the 'Users' topic, you can generally ignore screen location references, as they pertain only when 'in' the Users screen for a specific account.

Note: The shared user screen does not include settings for suite-security keypads. In the unlikely event of a shared user being associated with one, the keypad settings must be made through the **Users** screen for any applicable account(s).

3B: Setting up Shared Holidays (and/or Time-Change Dates)

Once the related "Community Groups" have been set up (previous/above), you can set up shared holidays the same as for individual accounts, with the following exceptions:

- Shared holidays are initially defined under "[Account Folders] ⇨**Shared Groups**"; (NOT under "Holidays" for a specific account.)
- Shared holidays are grouped in the tree by their "Shared Holiday Group" (defined previously); (DST and xmas; CommonHols2, etc.)
- Shared holidays pertain to the same holiday ID# within each account (from the ID# range within each 'Shared Holiday Group').
- Each group of shared holidays is limited to the reserved holiday ID# range as was assigned to each specific group. (e.g., 1st - 3rd Holiday, 4th - 6th, etc.)

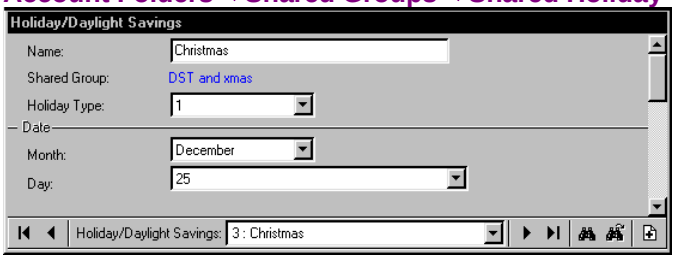
Notes: After initial set up, changes made to a shared holiday under any individual account will be automatically copied to other applicable accounts (and the "Shared Holidays" screen).

If desired, you can even assign groups to accounts 1st (step 4B), and then define the holidays either here, or at the applicable holiday ID# in any of the applicable accounts.

Viewing or Entering These Settings

Select **Shared Holidays** from the MyTools bar, **or** select **[Account Folders]** in the tree, and then 'open' **Shared Groups**, and **Shared Holidays** (click the "**+**" beside each topic).

Account Folders ⇨Shared Groups ⇨Shared Holiday



The **Shared Holiday** screen is identical to the **Holiday/Daylight Savings** screen.

Please refer to the "Holiday" administration topic for details on the provided selections.

Tip: While referring to the 'Holiday' topic, you can generally ignore screen location references, as they pertain only when 'in' the Users screen for a specific account.

Phase 4: Assign Shared Items to Accounts

4A: Assign Groups of Shared Users to Accounts (Shared User Management)

Once the related "Community Groups" have been set up (previous/above), groups of shared users can be assigned to applicable accounts.

Notes: Only 'Shared User Groups' with non-overlapping ID# ranges can be selected for any specific account.

As groups are assigned to accounts, the shared user(s) are copied to the same/applicable user ID# in each account (from the ID# within each shared group).

If communities are assigned to accounts without setting up shared users, this will block the same card numbers from being used across all accounts for each community (i.e., for each specific community, each card number can only be used in one account).

Viewing or Entering These Settings

For each specific account:

- Select **[Account Folders]** in the 'tree', and double-click the desired account.
- Select **Account Information** from the MyTools bar, **or** in the tree. Then, select the **Shared Users** tab.

Note: This tab will appear only if "Community Groups" have been set up.

Then, refer to the selection-descriptions for this screen while viewing or entering your desired settings.

Note: 'Grid' view does not apply to this feature.

- **Community Name:** This allows selecting a "Community" (previously-defined)--which will, in turn, display its set of 'Shared User Groups' from which you can select the one(s) to apply to your present account.
- **Select:** This allows assigning a group of users to the specific account. (Click this box for each group to be assigned to the present account.)

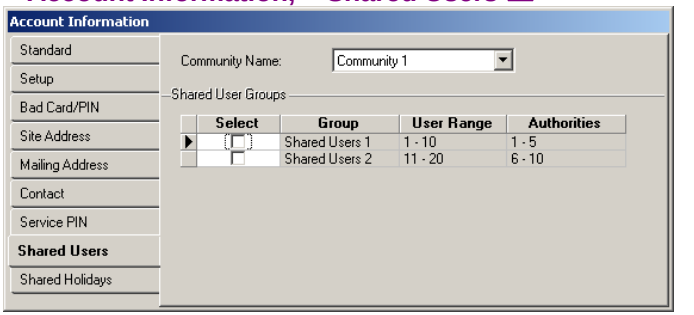
  Note: 'Shared User Groups' can only be assigned to an account that has a user 'PIN Mode' and 'User logon mode' that match that for the specific 'Community'. **Ref:** Steps 1A, 2A, and 2B).

  If these do not match, you must:

  + Select a different 'Community' (here), **or**;
  + Set up a 'Community' with the required values (1A, 2A, 2B), **or**;
  + Change these values for the specific account

  Ref: Account Information ⇨Standard 🗀.
- **Group:** Shows the name of the group of shared users ("North Users", "Divisional Managers", etc.).
- **User Range:** Shows the range of user ID#s associated with this group of shared users;
- **Authority Range:** Shows the range of authority ID#s associated with this group of shared users;

Account Folders ⇨*AccountName*
⇨Account Information, ⇨Shared Users 🗀



4B: Assign Groups of Shared Holidays to Accounts (Shared Holiday Management)

Once the related "Shared Holiday Groups" and "Shared Holidays" have been set up (previous/above), groups of shared holidays can be assigned to applicable accounts.

Notes: Only 'Shared Holiday Groups' with non-overlapping ID# ranges can be selected for any specific account. As groups are assigned to accounts, the shared holiday(s) are copied to the same/applicable holiday ID# in each account (from the ID# within each shared group).

Viewing or Entering These Settings

For each specific account:

- Select **[Account Folders]** in the 'tree', and double-click the desired account.
- Select **Account Information** from the MyTools bar, **or** in the tree. Then, select the **Shared Holidays** tab.

Note: This tab will appear only if "Shared Holiday Groups" have been set up (2C).

Then, refer to the selection-descriptions for this screen while viewing or entering your desired settings.

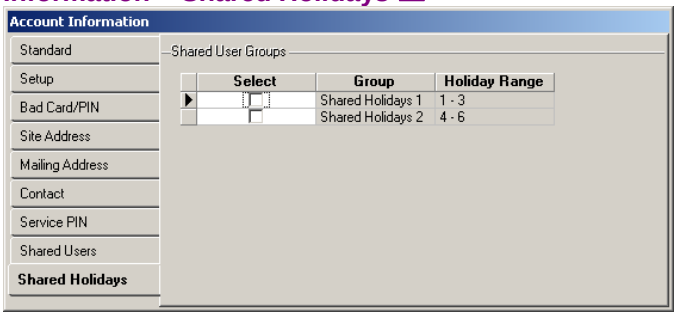
Note: 'Grid' view does not apply to this feature.

- **Select:** This allows assigning a group of holidays to the specific account. (Click this box for each group to be assigned to the present account.)

  Tip: Holiday 1 and 2 pertain to the dates for changing between Standard Time and Daylight-Savings time. As such, a group of shared holidays may include these as well.
- **Group:** Shows the name of the group of shared holidays ("DST and xmas", "CommonHols2", etc.).
- **Holiday Range:** Shows the range of holiday ID#s associated with this group of shared users;

  Note: ID#1 pertains to changing to daylight-savings time, and ID#2 is for changing back to Standard Time. (Rem: 'Spring' ahead for Daylight-Savings, 'fall' back for Standard Time.)

Account Folders ⇨*AccountName* ⇨Account Information ⇨Shared Holidays 🗀



Now, refer to the selection-descriptions for these screens while viewing or entering your desired settings.

Tip: You can use the **Grid** / **Form** toolbar-button to select your preferred screen format (Forms view is recommended here).

Account-Wide Panel Settings (Feature-Set, Service PIN, etc.)

Account Information: (technical settings)

These screens allow setting the site/account name (to appear in the 'tree'), plus various technical system-wide parameters. These include the "Feature Set", which determines the system capacities for the account. "Account-type" selections determine the items (fields) to appear on-screen.

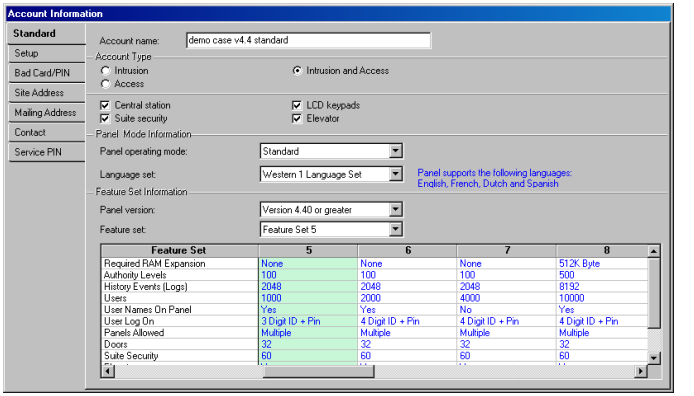
Note: Which 'Feature Sets' are supported (and associated capacities) is based on the software licensing, which is managed through the 'activation key' on the PC that contains the software database (≥**V4:** USB connector; ≤**V3.3.2:** Parallel/printer port; **V3.3.3:** Either).

Viewing or Entering These Settings

Select **Account Information** from the MyTools bar, **or** click your site/account button in the tree, and select **Account Information**.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Account Information



Standard

- **Account Name:** A name/description for the site/account.
  Tip: This also appears in the 'tree' area.

Account Type

-**Intrusion:** Systems with monitored sensors, but no access-controlled doors;

-**Access:** Systems with access-controlled doors, but no monitored sensors or 'Areas';

-**Intrusion and Access:** Systems with both access-controlled doors and monitored sensors.

-**Central Station:** Select this if any panel(s) will be monitored through a central monitoring facility;

-**Suite Security:** Systems that include apartments / facilities being monitored by suite-security keypads (2-zone or 8-zone);

-**LCD Keypads:** Systems with any LCD keypad modules;

-**Elevator:** Systems with access-controlled elevators (lifts) and floors.

Panel Mode Information

- **Panel Operating Mode:** This sets the basic operating parameters and/or default settings for the panel (allowing one firmware build to be used world-wide).

  UK/ACPO (DD243): With UK/ACPO operation, the modem/dialler may not be available (i.e., older style main board with built-in bell 103 modem).

  Additional Regions: These selections typically apply suitable default settings for the specific region.

  Changing the Operating Mode: With Director ≥v4.4, the panel operating mode is set initially through the new account wizard. At that time, some default items/values are set up automatically. If you need to change the panel operating mode, and wish to obtain suitable default values, it is best to set up a new account and delete the old one.

- **Language Set:** Future Use. This determines the languages to be supported at LCD keypads. (The languages will be listed on-screen.)

Feature Set Information

- **Panel Version:** Set this to match the actual panel (firmware) revision level for panels associated with this account (**all** panels for each account must be at the same firmware revision level).

  Notes: With Guardall Director ≥v4.4, panel firmware versions to be supported within an account is set through the new account wizard. If the panel version is set incorrectly, you will be unable to communicate with the panel(s). Panel firmware information can be found on the system (general) configuration screen after the 1st communication attempt.

  Related Topics: • "System Settings for each Panel" (in a following section). • "Panel Communications and Updates" (in a previous section).

  Note: Some features may be supported **only** after upgrading to the latest firmware revision (typically to match the software revision).

- **Feature Set:** (formerly "Memory Model") The memory configuration to use with all panels associated with this site/account. This determines the system capacities for this account (see "Columns...", to follow).

  Suites, Elevators: Support for suite-security keypads and/or elevator controllers requires a 'feature set' selection of **5** or higher (via Enterprise software licensing).

  Bell 103 Connections: For panels that will connect through their built-in dialler (Bell 103 300 baud modem), the feature-set must be **1-3** (single panel system, up to 300 users). This also requires a USR Sportster 56K modem at the PC (for compatibility with the initialization string).

-**(Columns of items):** This shows the system capacities associated with your selected "Feature Set".

Related Topic: "System Capacities".

If you cannot select a specific 'feature set', this means that it is not supported by your software licensing.
Related Topic: "Software Activation and Licensing".

Panel Memory: For some feature sets, panels require additional memory (as indicated at the top of each column).

Setup

Master Panel

- **[Change Master Panel]:** For a multi-**panel** account, this identifies one panel to be referenced for common panel settings (users, etc.) during a "Get From Panel" database update.

For details on transferring settings, refer to "Panel Communications and Updates".

Global Account Options

- **Allow PIN Duress:** Whether or not users will have the option (at system keypads, and readers set for card / UID **+PIN** entry) to indicate they are being forced to enter by reversing the last two digits of their PIN. This will be logged as a duress alarm.
- **Panic Token Sends Duress** (≥V4.4)**:** This sets detection of panic tokens to be transmitted as a duress alarm. (Otherwise, it will be logged locally, but not transmitted. (Also see next item.)

  Tip: Whether or not a card/token will be treated as a 'panic token' is set in the authorities assigned to the specific user (card/token).

- **Display Card Number:** This shows the card number for each user (and/or hides user-ID references) in event messages, reports, and other locations (e.g., fallback users screen);
- **Synchronize panel time daily** (≥V4.5)**:** Each panel keeps track of time independently. Beginning with V4.5, a selection is provided that synchronizes all panel time clocks in an account with the Director server PC. This occurs overnight around 3:00 am.

  For sites that include camera(s) associated with doors and/or sensors (for "Video Events"), this 'time sync' feature is selected automatically--and cannot be unselected. This ensures time-stamps associated with camera images will be synched correctly across all cameras.
- **Enable User In/Out Status for this Account:** This turns user In/Out status tracking on and off. (Default = Enabled.) If this feature is not needed, you can unselect it to free up Director server resources.

  Note: This selection is needed for the following features:
  + User In/Out status tracking (in Control & Status);
  + Time & Attendance Reports;
  + Roll Call (and Instant Roll Call) reports.
- **PIN Mode:** Whether user-PINs (for use at reader keypads, and system (LCD/LED) keypads will be four or five digits long;

  Notice -- "**Shared Users**": With users assigned across multiple accounts ("Shared Users"; ≥V4.2 Director), the PIN Mode and User Logon Mode will be locked here. Related Settings:
  - [Management], ⇨Community Groups, ⇨**Communities**🗀.
    (See the previous topic on "Community Groups").
- **User Logon Mode:** This determines whether users must enter their ID number or card number when logging onto LCD keypads, and/or gaining entry at doors (e.g., ID + PIN mode). User-number selections include the number of digits--which should be set to support the largest card number used at the site.
- **Escort Required Mode:** The type of cards/users who will be able to escort "Visitor (Escort-Required)" users throughout the facility.

  Escort User: Valid users/cards with "Escort Privilege" authority; Permanent User: Valid users/cards that do not have an expiry date; Any User: Any valid users/cards--either permanent or temporary.
  Note: In each case, escorts CANNOT be set as "Visitor (Escort-Required)" themselves.

  Related Settings:
  - Users, ⇨Validation🗀, ⇨**Invalid On**.
    See: Users (Entrants/Panel Users).
  - Authorities, ⇨Profile 1-4🗀, ⇨Access🗀, ⇨**Escort Privilege**, and **Visitor (Escort Required)**
    See: Authorities for Users / Entrants.
- **Point Reset Time** (≥V4.4)**:** This sets a duration for which all sensors (input points) that are tripped momentarily will be treated as 'in alarm' (i.e., after this time, they will be reset to 'OK').
- **Dealer ID** (≥V4.4)**:** Enter your dealer code here (1-65,535). This value is used with "6-digit PIN of the day" service PIN mode.
  Related: *YourAccount*, ⇨Account Information, ⇨Service PIN🗀, ⇨"Service PIN Mode"
  🕮 Account-Wide Panel Settings
- **Keypad Lock Code** (≥V4.4)**:** Future Use.

- **Arm/Disarm and Tones** (≥V4.4)**:** Sets whether or not disarming will be supported through keypads and the general operation of the keypad sonalert/buzzer.
  Related: "Keypad Tone Reference".

Card Action

- **Ignore Pending Enrolment:** This sets card-enrolment readers to work on expired/disabled cards whether set for "pending enrolment" or not. If not selected, card-enrolment readers will affect only cards set as "pending enrolment".

  Application Tip: Cards can be set as 'Pending Enrolment' manually (e.g., when first issued), or when accepted at a reader set to do this. 'Expired' cards also includes cards that had been previously enabled for a set period of time by a reader set to do this.

  Related Settings:

  - Users, ⇨Validation🗀, ⇨Pending Enrolment.
    See: Users (Entrants/Panel Users).
  - Configuration, ⇨Doors, ⇨In Reader (or out...)🗀, ⇨[Card Action].
    See: Reader 1 & 2 Settings for a Door.

🗀 Bad Card/PIN 🗀 (≥ V4.20)

These selections pertain to how the system will respond to repetitive invalid cards and/or invalid PINs at a reader or LCD keypad (i.e., an unauthorized person trying to gain entry).

Related: • Control & Status ⇨Panel Control & Status ⇨System ⇨**[Clear User Lockout]**

Invalid User Detection

- **Maximum Bad PINs:** The number of invalid PINs that can be entered before that person will be locked out.

- **System Lockout Duration:** The duration that all users will be locked out in response to repetitive invalid access attempts from multiple users. This pertains to 'global lockouts'.

- **Maximum Lockouts Before Global Lockout:** The number of individual users that can be locked out for an account before triggering a 'Global Lockout' condition. This: • Will generate a local alarm message; • Can be transmitted to a monitoring facility (setting to follow); • Can be set to block access to all users on an area by area basis.

  Related: Configuration ⇨Areas ⇨Access🗀 ⇨"Bad Card Action"

  Tip: A global lockout can be removed through:
  • Control & Status;
  • Visual Director, and/or: • A 'Command Point' custom input.

- **User Lockout Duration:** The duration that users will be locked out in response to repetitive invalid access attempts.

  Tip: Long duration and/or permanent 'lockouts' can be removed through: • Control & Status; • Visual Director; • A 'Command Point' custom input.

- **Invalid Card Detection:** Allows turning invalid card detection on or off, and setting the type of invalid cards to be counted.

  🕮 Invalid Cards: Cards denied access due to:
  • Not in database; • Wrong site number;
  • Wrong version number;

  🕮 High Risk: Cards denied access due to: • Card expired; • Schedule expired; • Interlock violation;
  • Reader locked out; • Wrong area.

- **Maximum Invalid Cards:** The number of times an invalid card can be presented before that card will be locked out (for the 'User Lockout Duration');

- **Transmit Global Lockout Alarm:** For a centrally-monitored facility, this determines if 'global lockouts' are to be transmitted to the monitoring station.

🗀 Site Address and Mailing Address 🗀

- **Name:** The name/description for the site/account (as set through the "Standard" tab).

- **Address:** The address/location of the site/account.

- **[Copy Site Address to Mailing Address]:** This sets the "Mailing Address" to match the present "Site Address".

🗀 Contact 🗀

- **Phone:** The voice/contact phone number for the person who looks after the system.

- **Contact:** The on-site contact person for the site/account.

- **Comments:** Additional information pertaining to this site / account (optional).

🗀 Service PIN 🗀

This pertains to the service user/login (000) with access to all features including configuration menus, service

test authority, and the ability to change the time and date.

- **Service PIN Mode** (≥V4.4)**:** This sets the operating characteristics of the service PIN.

  Permanent: The service PIN entered under [Change Service PIN] will remain in effect until changed manually.

  Six digit PIN of the day: This is a special calculated PIN based on the date, your dealer code/ID, and other factors. Contact your central monitoring facility to obtain the required service PIN for the present day. Note: [Change Service PIN] will not function while this mode is in effect.

  Related: *YourAccount*, ⇨Account Information, ⇨Setup🗀, ⇨"Dealer ID"
  🕮 Account-Wide Panel Settings

- **[Change Service PIN]:** Allows changing the PIN required for a service person (user 00) to access the panels in this account.

After changing the Service PIN, ensure the panel is updated right away. For details, refer to "Panel Communications and Updates".

Configuring a panel through an LCD keypad is supported only in single-panel accounts set to "Feature Set" 1-4 (see previous). **Exception**: Programming of modules that require keypad programming (HSC/printer module, RF module, & Smart-PODs, plus associated I/O set-up) is supported in all systems.

🗀 Shared Users and Shared Holidays 🗀

These tabs appear if you have shared users and/or holidays set up.

Related Topic: "Users and Holidays Shared Across Multiple Accounts" ("Phase 4: Assign Shared Items to Accounts")

Event Responses for Acknowledging Alarms

Event responses

Sample event responses can be set up ahead of time to make things easier for operators when they are acknowledging alarms.

Related Topic: "Dealing with Alarms (Comment / Resolve)". Tip: Click the Coloured Box for an Alarm Message

How to Get Here

MyTools Bar: Event Response
In the Tree: ***YourAccount***, ⇨**Account Information** (click the "+"), ⇨**Event Response**
Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Things You Can Do

- **Enter a New Event Response:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for an Event Response:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
  Tip: You can search by name or the 1st few characters--e.g., nam***.**
- **Delete an Event Response:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

Pick-List (bottom of the Form)

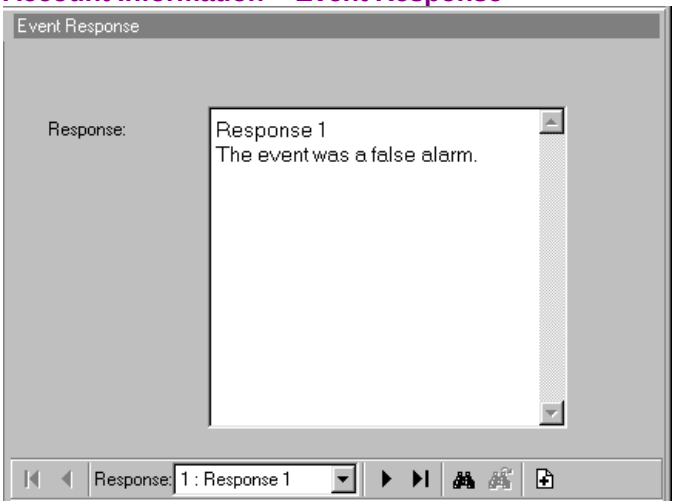
- **Response:** This is where you select a sample event response to view or edit. This area shows a reference number assigned by the system, and the first few words of the text, once defined.

On This Form

- **Response:** The text to be available to operators when they are acknowledging an alarm.

  Tip: When acknowledging an alarm, the sample responses defined here will be identified in a list based on the first few words of the first line. As such, it is best to set this portion of the text to uniquely identify each response.

Account Information ⇨Event Response



Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Alarm / Event Instructions

Introducing Event Instructions

Event instructions are text instructions that can be set to appear in the comment/resolution window when an operator is acknowledging an alarm (pertaining to specific types of messages, or those from a specific sensor / input-point).

Also See: To assign instructions to alarm messages (or specific input points), refer to "Customizing How Events are Displayed (Event Priority)" and/or "Input Points—Monitored Sensors"

How to Get Here

MyTools Bar: Event Instruction
In the Tree: ***YourAccount***, ⇨**Account Information** (click the "**+**"), ⇨**Event Instruction**

Things You Can Do

- **Add an Event Instruction:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for an Event Instruction:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*****.
- **Delete an Event Instruction:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Before Deleting: Only unused instructions can be deleted. (Go to the **Event Priority** screen, and check to ensure the specific instruction is not being used.)

  Related Topic: "Customizing How Events are Displayed (Event Priority)".

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*. A red column heading indicates the list is filtered.)

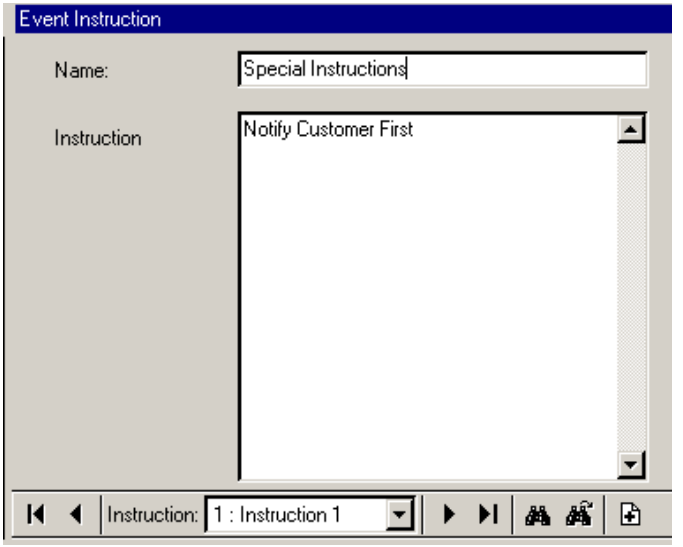
Pick-List (bottom of the Form)

- **Instruction:** This is where you select an event instruction to view or edit. This area shows a reference number assigned by the system, and the name of the instruction, once defined;

On This Form

- **Name:** A suitable name for the event instruction (e.g., "Fire Instructions");
- **Instruction:** The text to appear in the comment/resolution screen for alarms associated with this instruction;

Account Information ⇨Event Instruction



Also See: To assign sounds to alarm messages, refer to "Customizing How Events are Displayed (Event Priority)".

Enabling Sounds (to be associated with event/alarm messages)

Sounds to be Associated with Specific Events and Alarms

Sounds can be associated with specific alarms and events. Before a custom sound can be associated with an event, it must be activated here.

Note: By default, your PC's "exclamation" sound will be associated with alarms that require resolution. This is set through the Windows control-panel.

Sound Duration: Sounds to be associated with specific alarms are played in a repeating pattern. As such, any sounds lasting longer than 2 seconds will be truncated (i.e., the first two seconds will be repeated).

File Format: Guardall Director supports standard Windows sound (WAV) files. Up to 20 different sounds can be used (system-wide / for all accounts).

How to Get Here

MyTools Bar: Sound
In the Tree: **[Management], ⇨Sound**

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Things You Can Do

- **Activate a New Sound:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Sound:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

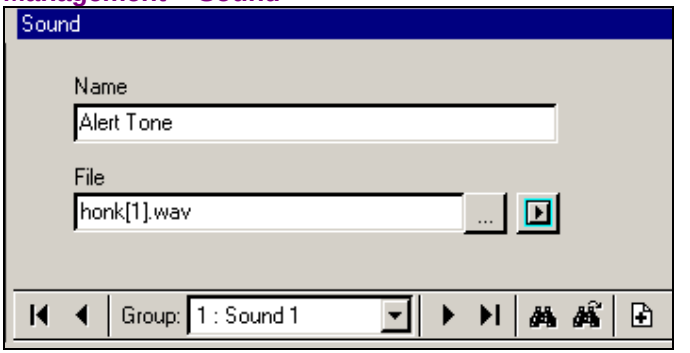
  Tip: You can search by name or the 1st few characters--e.g., nam*.
- **Deactivate a Sound:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

Before Deleting: Only unused sounds can be deleted. (Go to the **Event Priority** screen, and check to ensure the specific sound is not being used.)

Related Topic: "Customizing How Events are Displayed (Event Priority)".

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*. A red column heading indicates the list is filtered.)

Management ⇨Sound



Pick-List (bottom of the Form)

- **Sound:** This is where you select a sound to rename, or associate with a different WAV file. This area shows a reference number assigned by the system, and the name of the sound, once defined;

On This Form

- **Name:** A suitable name for the sound (e.g., "Fire Alert");
- **File:** This is the location (path) and filename of the sound file (.WAV). **Tip:** Click **[...]** to browse for the file, Then, select the file and click **[Open]**.
- **[▶]:** Select this to listen to a sample of your selected sound.

Customizing How Events are Displayed (Event Priority)

Introducing Event Priorities

You can customize how specific events and alarms will be displayed, and assign custom colours, and sounds. These selections can be system-wide, or for events occurring in a specific area.

Customizing Events

Select **Event Priority** from the MyTools bar, **or** click your site/account button in the tree, open **Account Information** (click the "**+**"), and select **Event Priority**.

Multi-**Account** Systems: First select **[Account Folders]** in the 'tree', and double-click the desired account.

Now, refer to the selection-descriptions for this screen while viewing or entering your desired settings.

Tip: This feature uses a special view style (the Grid / Form button will be disabled).

Top of the Form

- **View:** The type of events you are viewing (global and/or custom events associated with specific areas;
- **Event Types:** This allows limiting your event priority screen to specific event/alarm topics only;

Buttons at the Bottom of the Form

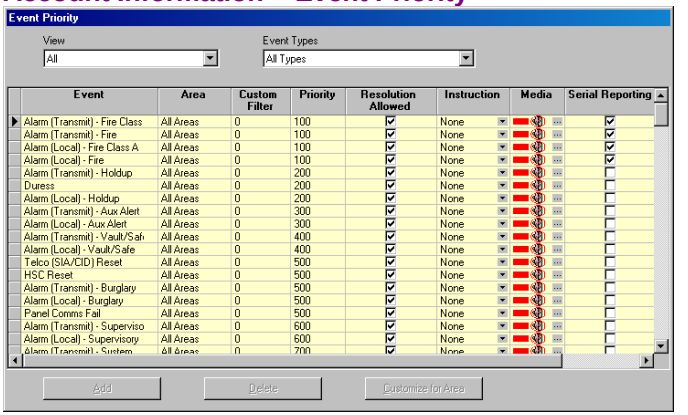
- **[Add]:** When viewing custom events (i.e., "By Area"), this creates a blank 'row' to allow setting up a new custom event;
- **[Delete]:** This allows deleting a custom event (when viewing "By Area");
- **[Customize for Area]:** When viewing "System Wide" events, this allows quickly creating a custom (area-specific) version of a selected event;

Columns (Event Criteria)

- **Area:** This is the area associated with the specific event (either "All Areas", or a specific area);
- **Custom Filter:** This field can be used by specific operators to limit the messages they will see in the monitoring window (i.e., only messages set to specific 'custom filter' values);
- **Priority:** This affects the sort order in the monitoring window, and can also be used by operators to limit the messages they will see in the monitoring window;
- **Resolution Allowed:** This determines whether or not the comment/resolution screen will be available for each specific event (when working in the event/monitoring window);
- **Instruction:** This allows assigning instruction text to appear in the comment/resolution screen when an operator is acknowledging a specific alarm;

Note: To be available here, instructions must be defined first:
Ref: Account Information ⇨**Event Instruction**
📖 Alarm / Event Instructions

Account Information ⇨Event Priority



Instructions Associated with Specific Sensors: An instruction can also be associated with specific sensors (input points)--which will take precedence over any instruction selected here.
Ref: Configuration ⇨**Input Points**
📖 Input Points—Monitored Sensors

- **Media:** This allows assigning a colour and a sound to each event/alarm message. Click **[...]** to assign a sound and/or colour to an event. (In the next screen, you can click **[▶]** to hear your selected sound.)

Notes: To be available here, custom sounds (WAV files) must be activated 1st:
Ref: [Management] ⇨**Sound**
📖 Enabling Sounds (to be associated with event/alarm messages).

By default, your PC's "exclamation" sound will be associated with alarms that require resolution. This is set through the Windows control-panel.

Sound Duration: Sounds to be associated with specific alarms are played in a repeating pattern. As such, any sounds lasting longer than 2 seconds will be truncated (i.e., the first two seconds will be repeated).

- **Serial Reporting** (≥v4.4)**:** This allows selecting specific alarms and events to be transmitted through the serial reporting feature.

Related Settings: [Management], ⇨Serial Reporting.
📖 Software-Based Text Paging (Serial Reporting)

Detailed Operator and User Audit Trail (≥V4.6)

"Detailed auditing" records changes made to operators and users. When you enable this feature, the “before” and “after” details for changes will be logged, available to the archive and purge functions, and available through Audit Reports.

Exception: Changes made through a keypad will show ID numbers only rather than full names.

[Management], ⇨Reporting

To enable this feature, go to: “[Management], ⇨Reporting”, and select “Record Detailed Logs” (✓).

Note: Detailed audit recording will not begin until the Director server has been restarted once. (Shut down and re-start the Director software (and log in), or if only the Director server is running, shut down and restart it (keypad/folder symbol near the right-hand end of the Windows taskbar).

[Management], ⇨Database Maintenance, ⇨Archive 🗀 and
[Management], ⇨Database Maintenance, ⇨Purge 🗀

In these screens, an “Operator Log” selection has been added. This pertains to the detailed user and operator audits that are logged if this feature is enabled under “[Management], ⇨Reporting”.

[Reports], ⇨Audit Reports

For an audit report, if you select: “Log Type: Operator”, and “Show Transaction Details (✓), changes to operators and users will be detailed in the report showing field settings “before” and “after” each change was made. This is supported only if enabled under: “[Management], ⇨Reporting”.

Director-Server Language

Some of the detailed audit text comes from the Director software, and some comes through the Director-server. The Director-server typically shows text in the language of the last operator who was logged in. If you are finding that some of the text is not appearing in the same language as the Director software, you can force the Director server to use a specific language.

(Right-click the Director-Server keypad/folder icon near the right-hand end of the Windows taskbar, and make your selection under “Language”.)

Setting up Video Events (≥V4.5)

About Video Events

Video events are specific events pertaining to input points and doors that have been associated with recordings from one or two specific camera(s). These appear with a camera symbol on the left in the event monitoring window.

DVR Types: Supported video servers include:

NetVision (V2.1 or V2.2 and newer) Yes (via "Visual Director")
March R4 & R5 Optional via licensing (beginning with V4.7).
VeDVR / NVe (embedded) Optional via licensing (beginning with V4.71).

Note: Playback for video events is NOT supported for March R4 DVRs.

Related: "Working with Video Events", under "Monitoring System Activity".

Also See:
+ Maps and Video (Visual Monitoring & Status/Control)
+ Camera Status/Control and Adjustments

Requirements

- **NetVision Software:** The NetVision software must be at least V2.2 with NetVision SP1 installed or V2.3 or higher. As well, patches 80a and 92 must be installed at the NetVision server. NetVision PCs shipped since July 2005 will already meet this requirement.
- **Port 80:** The Director software uses port 80 to communicate with the NetVision PC. As such, this port must be available for use on your network, and the NetVision HTTP Server Port must be set to this value as well.
  Locator (NetVision PC): Windows Control Panel, ⇨DSR Configuration, ⇨Remote Service Manager, ⇨HTTP Server Port.
- **Recording Files:** The NetVision video server must have a recording for that camera at the time of the event. This typically means either recording continuously, or setting up pre-alarm recording and either using a common input device to trigger the Director video-event and the NetVision camera, or using a Director output to trigger the NetVision camera.
  Tip: For details on setting up camera recordings at the NetVision video server, please refer to the NetVision online help or User's Guide. (The User's Guide should also be available in PDF format on your NetVision CD).
- **Remote User:** To allow defining the camera(s) in Guardall Director, you will need a valid NetVision remote user name and password that has been given the authority to play videos from the specific camera(s).
  Locator (NetVision PC): Windows Control Panel, ⇨DSR Configuration, ⇨Remote Service Manager, ⇨**[Add]** (or select a remote user and click **[Properties]**), ⇨Video Server🗀.
- **Time Delays:** Recorded video files will not be available while they are being recorded. The maximum length of individual video files for a continuous recording can be set between 3 and 15 minutes at the NetVision video server PC.
  Locator (NetVision PC): Windows Control Panel, ⇨DSR Configuration, ⇨Recording Setup, ⇨File🗀.

Steps:

1) Ensure the items discussed under "Requirements" have been dealt with (previous/above).
2) Ensure the camera(s) have been set up in Guardall Director. (You will need the NetVision remote user name and password for this.)
   Locator (Director PC): Control & Status, ⇨Panel Control & Status, ⇨Visual Director, ⇨Customize Views, ⇨Cameras🗀. **Details:** "Initial Setup of: Views, Maps, Cameras", **⇨Step 1b: Define Cameras**
3) Associate the desired camera with the specific events at each applicable door.
   Locator (Director PC): Configuration, ⇨Doors, ⇨Video Events🗀.
   Details: "Doors, Readers, and Related Settings"
4) Associate the desired camera with each applicable input point.
   Locator (Director PC): Configuration, ⇨Input Points, ⇨Video Events🗀.
   Details: "Input Points—Monitored Sensors"

Software-Based Text Paging (Serial Reporting) ≥v4.4

About Serial Reporting

In addition to the numeric paging that is supported through the main panels, the serial reporting feature allows selected alarm/event messages to be transmitted to an alphanumeric pager.

This is done through a serial paging interface that includes software for configuring its communication parameters, and pager phone number, etc.

Events to be Transmitted: Only events that have been selected for serial reporting will be transmitted in this way.

Related Settings: *YourAccount*, ⇨Account Information, ⇨Event Priority.
📖 Customizing How Events are Displayed (Event Priority)

Communication Requirement: As this is a feature of this software, only messages that have been received by the software will be available to be transmitted. This can be via settings for "Panel Communications to Director":

Related: Configuration, ⇨System, ⇨Communication, ⇨Configuration🗀
📖 Monitoring, Numeric Paging, & Remote Mgt. Settings

...or while the software is actively communicating with the panel (communications session):

Related: [Communications], ⇨Pending/Online, ⇨[Edit]
📖 Activating Communications and Transferring Panel Settings

Tip: With proper wiring and set-up you can also typically use this feature to send messages to a serial printer or a computer running a terminal program such as HyperTerminal (both presently untested).

Setting up Serial Reporting

How to Get Here:
MyTools Bar: **Serial Reporting**
In the Tree: **[Management]**, ⇨**Serial Reporting**

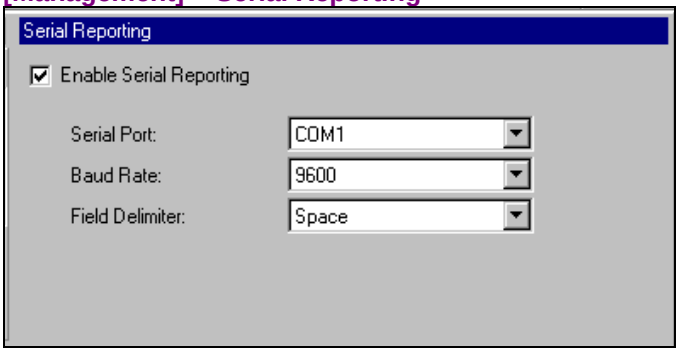
Now, refer to the selection-descriptions for this screen while viewing or entering your desired settings.

Also see (similar feature):
Panel-Based Numeric Paging: **Locator:** Configuration, ⇨System, ⇨Communication, ⇨Paging🗀.
See: Paging 🗀, under "Monitoring, Paging & Remote Mgt. Settings".

On This Screen

- **Enable Serial Reporting:** This activates the serial reporting feature;
- **Serial Port:** This sets the serial communications port to be used for serial reporting (typically COM1);
- **Baud Rate:** This sets the transmission speed for alarm messages transmitted via serial reporting (e.g., 9600).

[Management] ⇨Serial Reporting



- **Field Delimiter:** This sets the character to be inserted between the segments of each message (e.g., user name, door name, etc.).
  Space: Fields will be separated with spaces. This typically allows more text to fit on each pager screen.
  Tab: Fields will be separated with tabs. This typically makes the pager screens easier to read.

Note: You must also set the individual alarms and events to be transmitted.
Related Settings: *YourAccount*, ⇨Account Information, ⇨Event Priority.
📖 Customizing How Events are Displayed (Event Priority)

Panels, Panel Groups, and Connection Settings

Beginning with V4.0 Guardall Director, you can use the Configuration Wizard to set up a new system. For details, refer to "New Installation? Try the Wizard!"

Panel Groups and Connection Settings

Panel Groups

- Pertain to individual panels, or groups of panels sharing a connection (up to 30 panels per group/connection). **Tip:** Each connection pertains to a physical cable, or a dial-up modem and phone number.

IP Exception: With IP connections (≥ **V3.3** software), a "Panel Group" can include **any** 1-30 panels within an account communicating through the same PC and port (IP device). In this case, panel groups will typically be set up based on geographic location, or network characteristics. The Director software can communicate with any number of panels within the group during a single communications session. **More:** "IP Connectivity"

- Identify the 'communication pool' to be used to manage communications to and from the panel(s).

Reference Notes:
A panel group must be set up for each direct-connection and (remote) modem, even where only one panel is using the connection. **Tip:** A panel group is set up automatically for your first (or only) system panel.

Multi-**panel** support depends on your software licensing. For details, refer to "Software Activation and Licensing".

Dial-up panels with their own dedicated external modem (or IP interface--if ≥ **v3.3** software) can be set to automatically dial-in to the Guardall Director system and transmit either alarms, or blocks of 256 events. This would require setting up each panel with its own 'Panel Group' (one panel per group). Otherwise, the Guardall Director system is updated whenever a connection is initiated with the panel(s).

To set a dial-up panel to automatically transfer alarms or blocks of activity messages, refer to "Monitoring, Paging, & Remote Mgt. Settings".

The transmission of messages to a central monitoring station is not related to panel groups, or the connections used to communicate with the Guardall Director system.

Monitoring Station Connection: Central monitoring is supported through:

- The panel's built-in dialler ('Bell 103', 300 baud modem), and/or;
- An "IP" connection (LAN/WAN--if ≥ **v3.3** panel & software), or;
- A high-security Mark 7 / DVACS connection (Canada).

How to Get Here

Click your site/account button in the tree.
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Open Configuration in the 'tree' (click the "+"), and ensure "Logical Tree View" is not in effect.
If "System" is the 1st item under "Configuration", right-click Configuration, and **de**-select Logical Tree View.
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode. (Although forms view is generally recommended here).

Things You Can Do

- **Add a New Panel Group:** Right-click "Configuration" in the 'tree', and select Add Panel Group from the pop-up menu.
- **View/Change an Existing One:** Select the desired panel group in the tree.

  Exception: While in 'logical tree view' (with a configuration topic selected), you can set panels and panel groups to be displayed (and be selectable) at the bottom of the form. (QuickTip: **View** (menu), ⇨**Panel Information**, ⇨**Show...**).
- **Delete a Panel Group:** Right-click the specific panel group, and select "**Delete**". When prompted to confirm, select "**Yes**".

  Before Deleting: Ensure the panel group does NOT contain any panels and related devices that you wish to retain. A deleted panel (and associated devices) can be recovered only if a current database 'backup' is available.

  Tip: You can use the right-click menu to copy and paste panels and related settings from one panel group to another.

Location

Settings pertaining to the location of the panel(s), plus the local time zone for the specific location. **Tip:** The **Time Zone** setting causes any panel clock updates to be adjusted accordingly.

Connection

These settings pertain to panel communications sessions that are initiated by the software.

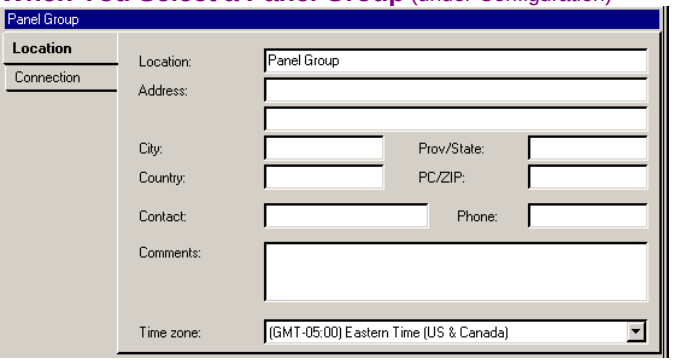
- **Communication Pool:** The serial cable or modem(s) that can be used when communicating with specific panel(s) from the PC. For details on setting up communication pools, refer to "Communication Pools for System Panels".
- **PC Connection Type:** The type of PC-to-panel connection:
  - + Direct Cable Connection: A direct connection (RS-232 or RS-485);
  - + Regular Modem: A 56K modem installed at the PC and panel(s);
  - + Bell 103: A 56K modem installed at the PC, connecting through the built-in dialler (300 baud modem).

    Note: Due to speed considerations, the "Bell 103" setting (300 baud) is supported only in smaller systems ("Feature Set" 1, 2, or 3: Single-panel account, with up to 300 users). Setting the 'Feature Set' parameter: Account-Wide Panel Settings (Feature-Set, Service PIN, etc.)
  - + **IP Connections**: Secure and regular IP connections are also supported.
    More: "IP Connectivity"
  - + World-Wide Modems: Modular plug-in modems where supported by the main panel. These modems are 2400 baud, with support for various world-wide standards. Note: for proper operation, the panel location must be identified correctly. Tip: Go to: "System, ⇨Communication, ⇨Configuration", and ensure the 'On-board Modem' and 'Country ID' are set correctly.

    Related: Configuration, ⇨System, ⇨Communication, ⇨Configuration
- **Speed** (for a direct-cable connection)**:** This is the speed at which the system will attempt to communicate with the panel(s).
- **Telephone Number** (for a modem connection)**:** This is the phone number to dial when initiating a communications session with the specific panel(s).

  This phone number can include numeric digits only, plus commas--to insert brief pauses if necessary.

When You Select a Panel Group (under Configuration)



Quick Tip: "Logical tree View" must **not** be in effect.

System Panels and Displayed Item-Numbers

Beginning with V4.0 Guardall Director, you can use the Configuration Wizard to set up a new system. For details, refer to "New Installation? Try the Wizard!"

System Panels

System panels, the core of each installation, provide data storage, communication, and other functions for all associated expansion modules and related peripherals (doors, sensors, etc.). An installation may pertain to a single panel, or multiple panels in various locations.

Reference Notes:

Multi-**panel** support depends on your software licensing. For details, refer to "Software Activation and Licensing".

There are numerous items that are set up for each panel (in addition to the settings in this section). For details, refer to the "Configuration" chapter in the table of contents (at the front of this guide). The system identifies each panel based on its serial number. This is set in the "System Communication" screen. For details, refer to Monitoring, Paging, & Remote Mgt. Settings

How to Get Here

Click your site/account button in the tree.

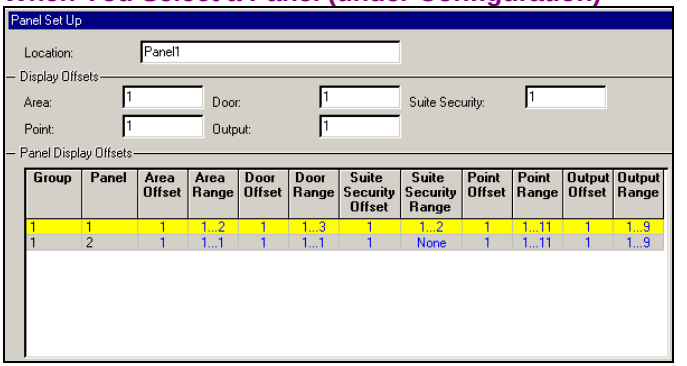
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Open Configuration in the 'tree' (click the "+"), and ensure "Logical Tree View" is not in effect.

If "System" is the 1st item under "Configuration", right-click Configuration, and **de**-select Logical Tree View.

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

When You Select a Panel (under Configuration)



Quick Tip: "Logical tree View" must **not** be in effect.

Things You Can Do

- **Add a New Panel:** Under Configuration in the 'tree', locate and right-click the panel-group for the new panel, and select Add Panel.
- **View/Change an Existing One:** Select the desired panel in the tree (under the specific panel group).

  Exception: While in 'logical tree view' (with a configuration topic selected), you can set panels and panel groups to be displayed (and be selectable) at the bottom of the form. (QuickTip: **View** (menu), ⇨**Panel Information**, ⇨**Show...**).
- **Delete a Panel:** Right-click the specific panel, and select "**Delete**". When prompted to confirm, select "**Yes**".

  Before Deleting: Ensure the panel does NOT contain any related devices that you wish to retain. A deleted panel (and associated devices) can be recovered only if a current database 'backup' is available.

  Tip: You can use the right-click menu to copy and paste panels and related settings from one panel group to another.

If a System Panel is Replaced

If a defective or damaged panel is replaced, be sure to identify the new panel **"Serial Number"** to the software.

For details, refer to "Monitoring, Paging, & Remote Mgt. Settings".

Then, issue a "Send to Panel" communications session to transfer all settings to the new panel.

For details, refer to "Panel Communications and Updates".

- **Location:** A suitable name or location for the specific system main panel;
- **Display Offsets** (Repeating vs. Unique Item-Numbers)**:** With the default setting of "1", the areas, doors, etc. for each panel will be numbered the same (e.g., 1st Panel, Area 1, 2, 3,… 2nd Panel, Area 1, 2, 3,… etc.). This allows for accounts that span multiple buildings. Setting the 'offsets' allows item-numbers to be unique / sequential (e.g., Area 1, 2, 3, ...17, 18, etc.)—which is useful for multiple panels in the same building.

  Elevators: Door and elevator numbering is shared (1 - 32). As such, the 'Door' offset applies to elevators as well. Floors: Floors are identified by name only. As such, 'offsets' do not apply.

  Setting Item-Numbers to Be Sequential: For each item (area, door, etc.), check the item-range from the preceding panel, and then set the 'offset' for the panel to the lowest available* number.

  ***To allow for Future Expansion:** You can set the 'offsets' as if each panel had **all** items defined (areas, doors, etc.). **Tip:** Be sure to add "1", to obtain the next available number. Refer to the system capacities for the number of items supported per panel.
- **Panel Display Offsets:** This shows the 'Display Offsets' for all panels pertaining to an account,

plus the resulting item-range for each panel based on the present "Display Offsets".

System Settings for each Panel (≥V4.4)

General System Settings for a Panel

The System (General) Screen

The System screen provides access to various security settings pertaining to a specific panel.

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: System

In the Tree: Configuration (click the "+"), ⇨System (Under the specific panel group and panel--if listed in the 'tree'.) **Related Topic:** "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

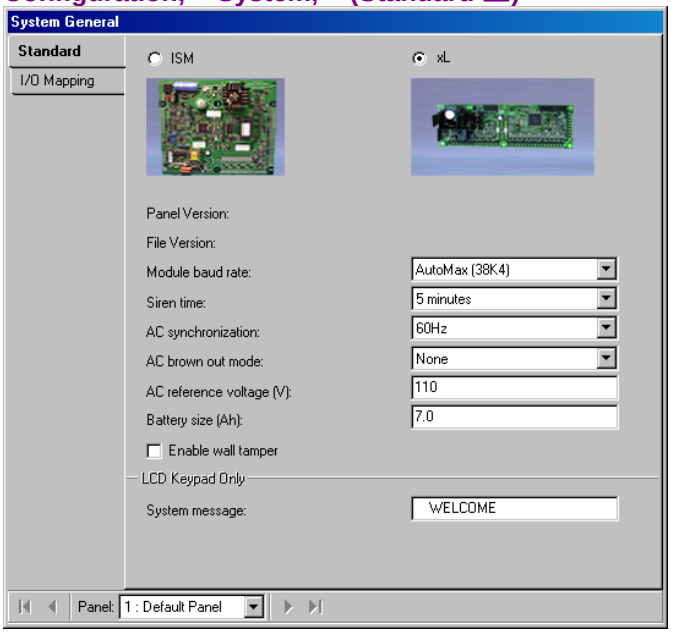
View or change settings as desired for the specific panel (see the selection-descriptions).

Pick-List (bottom of the form)

-Panel: If the tree is **not** set to show items on a panel-by-panel basis, you will be able to select a panel here (for systems that have more than one).

A "Panel Group" reference may also be shown here, **or** you can set the 'tree' to list configuration topics separately for each panel. For more information, refer to "Other Desktop Choices".

Configuration, ⇨System, ⇨(Standard 🗀)



Standard 🗀

- **(Panel Type – Photos of mainboards):** Select the (radio-button for the) photo that looks like your panel mainboard;
- **Panel** (firmware) and **File Versions:** Revision information for the panel (which is read-in during each communication attempt);

  To allow panel communications, the panel version must be set correctly through the "Account Information" screen.
  Account Information: See the section entitled "Account-Wide Panel Settings" (previous).
  Panel Communications: See the section entitled "Panel Communications and Updates" (previous).

  Note: Some features may be supported **only** after upgrading to the latest firmware revision (typically to match the software revision).
- **Module Baud Rate:** This is the speed this main panel communicates with the modules connected to it.

The higher speed (38400) is recommended in all systems (especially with door and/or elevator controllers). **Note:** Trouble-free communications requires proper (shielded) cabling, and adherence to wiring guidelines covered in the Commissioning or Installation Guide for your system.

- **Siren Time:** This is the duration for any siren activations for the entire system/panel.

  Pre-Alarm Warming: To allow a pre-alarm warning to occur, the siren time must be greater than 30 seconds.

  The Siren Feature: This pertains to monitored sensors (input points), system/equipment conditions, and/or panic/emergency keys that have been set to trigger a siren condition—as signalled by a programmable output set to activate on a system or area "siren" condition.

  Related Topics:

  - Equipment Settings (Pseudo / Internal Inputs)
  - Input Points—Monitored Sensors.

    Tip: "Emergency keys" pertains to 1st 3 inputs on an LCD keypad.
  - Input Points—Pre-Defined Sensor Types
  - Input Points—Custom Point Types
  - Programmable Outputs (Signalling & Device-Switching)

- **AC Synchronization:** Frequency of AC source to sync with for panel time display accuracy. **Note:** With an unstable AC service, select "No Sync--AC Power Detection" (AC failure will be reported if the frequency drops below 12.5 Hz);
- **AC brown-out mode** (xL Panels)**:** This sets whether or not reduced AC voltage will cause an alarm or be transmitted;
- **AC reference voltage - V** (xL Panels)**:** This is the voltage level coming in on the AC mains to be considered a 'brown-out' (such as 100);
- **Battery size - Ah** (xL Panels)**:** This is the amp-hour rating for the main panel's backup battery (such as 7.0). This must be set by (or confirmed with) an on-site technician;
- **Enable wall tamper** (xL Panels)**:** This sets whether or not the tamper switch on the back of the panel main board will be monitored.

LCD Keypad Only

- **System Message:** A greeting of up to 16 characters to appear at LCD displays (alternates with the time, and alarm conditions).

Also See: Configuration, ⇨Modules, Keypad 🗀, "Default Display Mode"
🕮 Expansion Modules

I/O Mapping 🗀 (≥V4.4)

- **Panel on-board Inputs:** The number of input points (zones/sensors) supported by the main panel itself.
- **Panel on-board Outputs:** The number of programmable outputs (electronically-switched devices) supported by the main panel itself—plus any VBUS and STU outputs.
- **Paging Output base:** The number of the first programmable output to be reserved for use with the numeric paging feature supported by the main panel (i.e., the first one in the reserved range).
- **Paging Outputs:** The total number of programmable output numbers to be reserved for use with the main panel's numeric paging feature (up to 16).

  Note: Numeric paging is not supported with UK/ACPO operation.
- **VBUS Output base:** The number of the first programmable output to be reserved for use with the VBUS feature supported by the main panel (i.e., the first one in the reserved range).
- **VBUS Outputs:** The total number of programmable output numbers to be reserved for use with the VBUS feature supported by the main panel (up to 32).

  VBUS: This pertains to communications between intelligent power supplies in a master/slave configuration. To be supported by xL panels.
- **Parallel STU Output base:** The number of the first programmable output to be reserved for use with a parallel STU (i.e., the first one in the reserved range).
- **Parallel STU Outputs:** The total number of programmable output numbers to be reserved for use with a parallel STU (up to 8).

  STU: This pertains to an internal (modular) interface to a subscriber terminal unit (such as REDCARE) which is used for reporting purposes. To be supported by xL panels set for UK/ACPO operation.

Related: Configuration, ⇨Output Points
🕮 Programmable Outputs (Signalling & Device-Switching)

(!!! ⇩⇨)

VBUS Outputs and Parallel STU Outputs (xL Panels)

xL panels support one 8-output STU (w/configurable base value), plus three 8-output VBUS boards (with contiguous output numbers starting at a single programmable base value). A total of four VBUS boards are supported if a parallel STU is not present.

In addition to the settings pertaining to VBUS and parallel STU outputs, the "Panel onboard outputs" value must include the number of STU and VBUS outputs--plus the two on the panel itself for a grand total.

This is selectable as multiples of 4 only (4, 8, 12, etc), so select the next higher value if necessary.

Attention: VBUS and STU outputs will NOT be recognized if the panel onboard outputs value does not account for all of these outputs as described here.

Intrusion Settings for a Panel (≥V4.4)

The System Intrusion screen

This screen provides access to various intrusion settings that pertain to a specific panel.

Tip: You can also use the Configuration Wizard to set up a new system. (Look in the **Tools** menu).

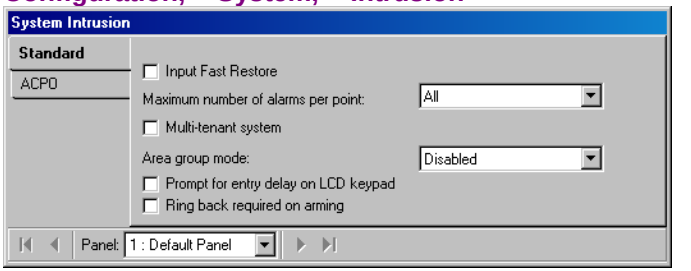
How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: System – Intrusion

In the Tree: Configuration (click the "+"), ⇨System, ⇨Intrusion (Under the specific panel group and panel--if listed in the 'tree'.) **Related Topic:** "Other Desktop Choices"

Configuration, ⇨System, ⇨Intrusion



Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

View or change settings as desired for the specific panel (see the selection-descriptions).

Pick-List (bottom of the form)

- **Panel:** If the tree is **not** set to show items on a panel-by-panel basis, you will be able to select a panel here (for systems that have more than one).

  A "Panel Group" reference may also be shown here, **or** you can set the 'tree' to list configuration topics separately for each panel. For more information, refer to "Other Desktop Choices".

Standard

- **Input Point Fast Restore:** Whether or not a point restoral (return to normal) is to be sent within 1 minute (versus only at siren time-out);
- **Maximum number of alarms per point:** This allows limiting the number of consecutive alarms from an input point (sensor/zone) that the system will monitor. For a selection of 1, 2, or 3, any additional consecutive alarms will be ignored.

  Note: This typically pertains to UK/European installations.
- **Multi-tenant system** (UK/ACPO)**:** Future use.
- **Area group mode** (≥V4.4)**:** This determines whether or not arming and disarming of

groups of areas will be supported through LCD keypads associated with this panel.

Group or Area: This will prompt LCD keypad users to select an area group, or an individual area.

Remote Area or Group (≥V4.5): Allows simultaneously arming or disarming like-named groups of areas across multiple panels from a single keypad for users with applicable authority.

Related: Configuration, ⇨Areas, ⇨Area Group
📖 Area Groups and Multi-Panel Arm/Disarm

- **Prompt for Entry Delay on LCD Keypad:** Whether or not the user will be asked if they want the optional entry delay each time any area is set to STAY. (An entry delay provides time for an authorized entrant to disarm the area.)
- **Ring Back Required on Arming:** Whether or not the monitoring station will cause a keypad tone and short siren squawk to confirm each time an area is armed--as required for UL-listed systems.

🗀 ACPO 🗀

Note: This tab appears only for panels set for UK (ACPO) operating mode. For a new system, this is set through a small wizard screen when the account is created.

- **Confirm alarm timeout:** This is the allowed duration/time during which an alarm can be confirmed;
- **Confirmed reset service:** Whether or not a confirmed alarm can be reset locally using the service PIN;
- **Confirmed reset master:** Whether or not a user with master authority can reset a confirmed alarm locally;
- **Confirmed reset managed:** Whether or not any valid user can reset a confirmed by entering a PIN obtained by calling the central monitoring facility/station;
- **Confirmed reset remote:** Whether or not confirmed alarms can be reset remotely through a software utility running at the central monitoring facility/station;
- **Unconfirmed Reset Mode:** Future use.

Monitoring, Numeric Paging, & Remote Mgt. Settings

The System Communication screen

This screen provides access to monitoring, numeric paging, and communications settings for a specific panel.

Tip: Beginning with Guardall Director V4.0, you can use **Wizards** to set up a new system, and initiate communications with panels. (Look in the **Tools** menu).

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: System Communication
In the Tree: Configuration (click the "+"), ⇨System, ⇨Communication (Under the specific panel group and panel--if listed in the 'tree'.) **Related Topic:** "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

View or change settings as desired for the specific panel (see the selection-descriptions).

Setting a Panel to Automatically Dial-In and Transmit Messages to Guardall Director

Panels with their own dedicated external modem (or IP interface--if ≥ V3.3 Director) can be set to automatically dial-in and transmit messages to the Guardall Director system.

(In other configurations, the messages are transmitted when a connection is made with the specific panel/account—either manually by an operator, or through a scheduled/repeating communications session that was set up previously.)

First, check that the "Panel Groups" for each applicable panel contain no other panels (one panel per 'Panel Group').

For details, refer to "Panel Groups and Connection Settings".

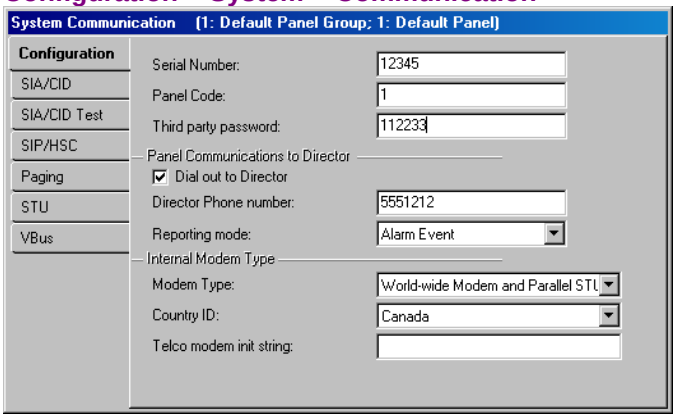
Then, access "Configuration ⇨System ⇨Communication" for the specific panel as described previously.

Now, refer to the descriptions under "🗀 **Configuration** 🗀", being sure to select the following items:

- Applicable communications device under "**Callback to Director**" (✓);
- "**Director Phone Number**" or "**Interface IP**..." settings, as applicable, and;
- Your desired "**Reporting Mode**".

IP Connections: Secure and regular IP connections are also supported. **More:** "IP Connectivity"

Configuration ⇨System ⇨Communication



Pick-List (bottom of the form)

-Panel: If the tree is **not** set to show items on a panel-by-panel basis, you will be able to select a panel here (for systems that have more than one).

A "Panel Group" reference may also be shown here, **or** you can set the 'tree' to list configuration topics separately for each panel. For more information, refer to "Other Desktop Choices".

🗀 Configuration 🗀 (PC/Panel ID, Host Reporting)

Note: Some of the following settings will be hidden depending on the "PC Connection Type" selected for the 'panel group' associated with this panel. For details, refer to "Panels, Panel Groups, and Related Settings".

- **Serial Number** (also known as "Host Address")**:** Enter the serial number of the specific panel (this allows the software to identify each panel).

Tip: The serial number is typically hand-written (5 digits) on a small sticker on the circuit board.

- **Panel Code** (also known as Account UID)**:** This is a reference number to identify the panel, site, or account.

For a new panel, this can be any non-zero number, and can be the same for all panels per site or per account if desired. For settings to be **uploaded** from an existing panel (i.e., a "Get from Panel" communications session), the panel itself must have a non-zero "Panel Code" set up by an authorized service person, and that number must also be entered here.

Note: In the unlikely event of two panels having the same serial number, the "Panel Code" numbers would have to be unique.

Paging Feature: The Panel Code number is used with the numeric paging feature (see "Paging 🗀", to follow/below). For the paging feature to be used in a multi-**panel** account, Panel Code numbers must be unique, **or** sequential / offset output-numbers must be set up.

To set up sequential output numbers for a multi-panel account, refer to the "Display Offsets" values under "System Panels and Displayed Item-Numbers".

- **Third Party Password:** This is a security 'key' used by the software to block an unauthorized connection to the panel (e.g., another PC running the Guardall Director software).

For a new panel, this can be set as desired. To upload data from an existing panel, this setting must match the one stored at the panel.

Panel Communications to Director

These items pertain to panel-initiated communications to the Director PC.

- **Callback to Director:** This sets whether or not panel-initiated communications will be available, and the type of device that the panel will be using to make the connection.

Note: This is supported when each panel has its own dedicated (external) modem--via 8 wire serial connection (or IP-interface--if ≥ **V3.3** Director software). Alarms and events will be transmitted as

per the "Reporting Mode" (to follow), plus each time a connection is initiated to update/sync panel settings.

Tip: The basic connection type is set for the "Panel Group" associated with this panel. For details, go to "Panels, Panel Groups, and Related Settings", and look for "PC Connection Type".

- **Director Phone Number** (modem connections only)**:** The phone number to be used whenever this panel initiates a connection with the computer—to transmit alarms, and for a 'Forced Configuration Callback' (details to follow);
- **Reporting Mode:** With "Callback to Director" set as your applicable modem/device (prev.), you can set how the panel will transmit messages to the Guardall Director software (None, blocks of 256 events, or individual alarms as they occur).

  Exception: For a Bell 103 connection (small systems, max. 300 users), the reporting mode is not supported.

  Tip: Reporting to a central monitoring facility is set through 🗀 **SIA/CID** 🗀 or 🗀 **SIP/HSC** 🗀 (to follow / below).
- **Interface IP Address** and **Interface IP Port** (IP connections only)**:** These settings pertain to an IP (LAN/WAN) or secure/encrypted IP connection to a panel.

  Tip: This can be an IP address, or a name (FQDN). Contact your IT rep. for assistance if needed. For remote access (different PC) with certificate authentication, this value must be as supported by the certificate.

IP Type	Port Number (typical)
Secure / HSC-IP	443
Basic IP / older	24822

More: "IP Connectivity"

- **Number of Rings** (built-in Bell 103 modem)**:** The number of rings before this panel answers the phone when a connection attempt is initiated from a remote PC.

  An external modem is set up using physical switches and/or terminal communications software. For details, refer to the installation topic: "Windows Modem Setup".
- **Answering Machine Defeat** (built-in Bell 103, or W.W. modem)**:** When calling to update the panel, if the remote PC rings 1-2 times, hangs-up, and then calls again, the panel will pick up immediately on the 2nd call (within 1 minute);

  Note: Be sure to check that this feature works for the specific installation. (You may need to add commas at the beginning of the phone number to delay a short/fast dialling sequence.)
- **Force Configuration Callback** (built-in Bell 103, or W.W. modem)**:** When a connection attempt is issued from a remote PC, the panel will hang-up and redial to connect with the computer at the expected location (phone #).

  Note: A Bell 103 connection is supported only in smaller systems ('Feature Set' 1, 2, or 3, one panel per account, up to 300 users). To set the 'Feature Set', refer to "Account-Wide Panel Settings".

On Board Modem Type

- **Modem Type:** The type of internal or modular modem associated with the main panel.
- **Country ID** (world-wide modems)**:** This pertains to the country associated with the main panel.
- **Modem init string** (world-wide modems)**:** Future Use. An optional modem command string that will be sent to the modem before attempting to dial-out to a central monitoring facility.
- **Do not Allow Blind Dial:** This sets the panel to dial out to make a connection ONLY if it 'hears' and recognizes the required dial tones, etc. on the phone line.

🗀 SIA/CID 🗀 (Central Monitoring Facility)

- **Digital Account ID:** This is a number used by the receiver at the monitoring station to identify this panel (0-9999).
  Note: If the 'Format' is set as 'SIA', this value can be 0-999999. (See "Format", to follow.)
- **Format:** The format of messages transmitted to the monitoring station (SIA, Contact ID, or SIA plus descriptive text).

  Messages to be reported for each area: Refer to "Central Station", "Reporting" under "Areas and Related Settings", ⇨Intrusion 🗀.
- **Phone Number:** This is the typical number that this panel will use to transmit messages to the monitoring station.
- **Backup Phone Number:** This is an alternative line that the panel will use if it is unable to get through on the primary phone number.

  Pertaining to phone numbers, these characters can be included: T=Tone; P=Pulse (default); D=Pause 2 sec.; A=Star key, #=Pound key, W=Wait for second dial-tone (**A** & **#** only via **T**one).
- **Call Sequence:** This is the dialling sequence for the primary and backup numbers ('ULC',

'UL', 'Long', or 'Fx Standard').
(In Canada, select ULC or FX Standard.)

If you need more information, look for "**S001:00**" in the Commissioning Guide or Advanced Programming Guide for your system.

- **Prioritized Reporting** (≥V4.4)**:** Allows transmitting alarms in a prioritized manner (instead of all events in the order they occur).
- **Alarm Report Mode:** The operation of a Bell-103 connection to a central monitoring facility (built-in 300 baud modem/dialler):
  + **None:** Bell 103 reporting disabled;
  + **Primary/Dual:** Built-in modem/dialler enabled for transmitting alarms to a central monitoring facility (simultaneous with HSC/SIP, if applicable);
  + **Backup:** Bell 103 used only as backup if HSC (or IP) failure.

(IP Connection--if ≥ **V3.3** panel and software): IP connections (SIP reporting) are documented separately.
More: Refer to the installation guide provided with the IP interface (may also be in PDF format on your Director CD).

(HSC): An HSC connection requires a high-security communications module, and Mark-7 / DVACS service (Canada). HSC modules require some set-up locally through an LCD keypad (for details, refer to the commissioning or hardware guide for your system).

🗀 SIA / CID Test 🗀

- **Frequency (and Time/Day Settings):** The length of time between (and time of occurrence for) automated trials on the reporting channels (HSC and/or dialler--as per the "Report Mode" above).

  This allows 'staggering' the communications test times for multiple panels. With "Automatic", the time will be random from 1:00 - 4:00 AM.
  UL Listed Systems: This must occur at least daily.
- **Backup Frequency:** Future use.

🗀 SIP / HSC 🗀 (Central Monitoring Facility)

- **SIP Mode** and **SIP Account** (≥V4.4)**:** These settings pertain to reporting to a central monitoring facility through an IP (LAN/WAN) connection or an HSC module (Canada).

  SIP Account (IP only): This is obtained from your central station rep.

  SIP / HSC-IP reporting: IP-based reporting can be through a standard IP connection, or via HSC-IP for secure communications. The use of HSC-IP protocol is determined by the panel firmware, IP module type/firmware, and the IP module setup.
  More: "IP Connectivity"

  A Bell 103 (300 baud) connection can be used as backup if desired (see "Mode" under SIA/CID 🗀; previous/above). With SIP reporting, an HSC/printer module can be used **only** for printer functions.

  SIP Reporting and Auto-Dial-Out to Guardall Director: With SIP reporting to a central monitoring facility, the "Reporting Mode" (see previous/above) is supported only through an "IP" connection. With a modem connection to a Director PC, alarms / events will be transmitted each time a connection is initiated through this software.
- **SIP baud rate:** The communications speed for reporting to a central monitoring facility via IP (SIP reporting).
- **Full report by area:** Reporting will be limited to "Alarms Only" for areas set for this. Otherwise, the "Reporting" setting for each area will be ignored, and reporting will include "All Events" for all areas.

  Messages to be reported for each area: Refer to "Central Station", "Reporting" under "Areas and Related Settings", ⇨Intrusion 🗀.
- **HSC timeout:** The duration for an unsuccessful communication attempt through a high-security module (Canada) before it will be considered an HSC comms failure.
- **HSC SIP Autoset:** Future Use.

🗀 Paging 🗀 (Signal a Numeric Pager)

UK/ACPO: This feature is **not** supported with UK/ACPO operation.

- **Paging Mode:** Future Use. This allows enabling or disabling numeric paging, and selecting the format/protocol to be used.

  None: Numeric paging disabled.

  Numeric semadigit w/handshake: North America with handshaking.

  Blind SemaDigit: North America without handshaking.

  SemaPhone: Common for Europe.
- **Pager Phone Number:** This is the phone number of the (numeric) pager to be notified when any of the paging outputs are triggered.

Notes / Related Topics:

Select Outputs: Configuration, ⇨System, ⇨I/O Mapping 🗀
🕮 **I/O Mapping** 🗀 (under "General System Settings...", previous).

The specific events to trigger the pager are defined under "Configuration, ⇨Output Points" (i.e., the settings for the outputs that have been reserved for

numeric paging). For details, refer to "Programmable Outputs".

The message to be sent to the pager will be the "Panel Code" (or "Account UID"), and an output-reference number (1= 1st one in selected range; 2 = 2nd one in selected range; etc.).

It is very useful to print out a small alarm/output reference (wallet or pager-size), for each system that has numeric paging set-up.

Also See: [Management], ⇨Serial Reporting.
📖 Software-Based Text Paging (Serial Reporting)

🗀 STU 🗀 (xL Panels; UK/ACPO only)

This pertains to an internal (modular) interface to a subscriber terminal unit.

- **Enable line fault input:** Whether or not the STU has an output to indicate a 'line fail' to the STU interface.
- **Line fail polarity:** Positive Fail (Low=Normal), or Negative Fail (High=Normal).

System Card-Access Settings

The System Access Screen

Facilities that include Door Control modules provide integrated access-control (who can go where and when) as a seamless adjunct to security and monitoring features. The System Access screen contains card-format settings, and other card-access settings for a panel.

Two card types can be set up, allowing either Wiegand / Prox and Magstripe/barcode, or two types of Wiegand / Prox cards to be used with each specific panel.

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: System Access
In the Tree: Configuration (click the "+"), ⇨System, ⇨Access (Under the specific panel group and panel--if listed in the 'tree'.)
Related Topic: "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

View or change settings as desired for the specific panel (see the selection-descriptions).

Settings Needed for C2000 Units (UK)

- Token Type: Wiegand;
- Card ID--Position and Length: Ignored;
- Card ID--Bits per Card: 32;
- Odd parity--Position/Start/Length: 32/14/18;
- Even parity--Position/Start/Length: 1/2/18.

Disabling Odd or Even Parity-Checking

If odd or even parity-checking is not desired, or the position and start values are not known:

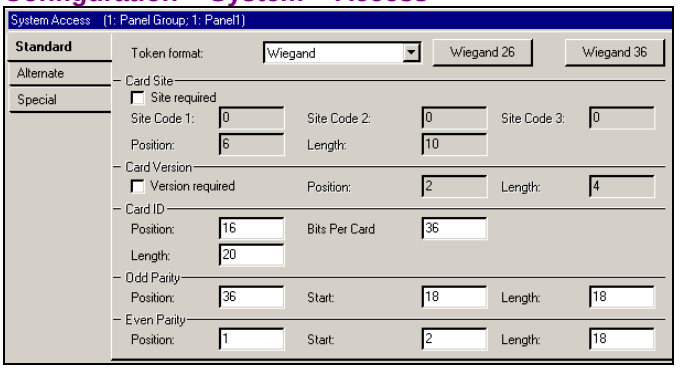
- Ensure 'position' and 'start' are set to any non-zero value (1-40);
- Set the length to 0 (zero).

Pick-List (bottom of the form)

-Panel (optional)**:** If the tree is **not** set to show items on a panel-by-panel basis, you will be able to select a panel here (for systems that have more than one).

A "Panel Group" reference may also be shown here, **or** you can set the 'tree' to list configuration topics separately for each panel. For more information, refer to "Other Desktop Choices".

Configuration ⇨System ⇨Access



Note: For a system set for intrusion-only (under Account Information), the "Access" tab will appear as "Token Format".

🗀 Standard 🗀 and 🗀 Alternate 🗀

(for 1st & 2nd card formats to be used at the same time)

Two card types can be set up, allowing either Wiegand / Prox and Magstripe/barcode, or two types of Wiegand / Prox cards to be used with each specific panel.

All length values refer to number of **characters** for magnetic stripe cards (MS), or number of **bits** for Wiegand technology (W).

- **Token Format:** This allows defining parameters for the basic card/token types (as selected for each specific reader).

  "Wiegand" pertains to cards/tokens for readers with Wiegand data-format (Wiegand, Proximity, etc.). Similarly, "Magstripe" pertains to cards for readers with magstripe output (magstripe, bar-code, etc.).

- **[Wiegand 26]:** This automatically sets the card-format values for the standard 26-bit Type-A Wiegand format.
- **[Wiegand 36]:** This automatically sets the card-format values for the proprietary 36-bit Wiegand format.

Card Site (Site/System Code)

- **Site Required:** This enables/disables site code checking. If selected, cards without one of the specified site codes will be denied access.
- **Site Code 1, 2, 3:** If site-code checking is enabled, only cards encoded with one of these site codes will be allowed access at this site (e.g., **0004, 1234, 9999**).
- **Position:** The start position of the site code (1-40);
- **Length:** The length of the site code (MS: 1-4; W: 1-16).

Card Version (Version-Number)

This feature requires ≥**V3.2** panel firmware and ≥**V1.5** door/elevator controller module firmware. For an additional setting, refer to "AutoUpdate Card Version", under 🗀 **Special** 🗀 (to follow).

- **Version Required:** This enables/disables version number checking (allows fixed-ID cards to be re-issued if lost or stolen).
- **Position:** The starting position of the version number (1-40).
- **Length:** The length of the version number (MS: 1-2; W: 1-8).

Card ID

- **Position:** The starting position of card ID number (1-40);
- **Length:** The length of card ID number (MS: 4-9; W: 1-32).

  32-Bit Cards: Supported with panel firmware ≥**V3.2**, and door/elevator controller module firmware ≥**V1.5** (prev. 20 bit / 6 digits).
  V3.2 panels: MaxID=999999999; **≥V3.31** Panels: MaxID=4 294 967 295.

- **Bits per Card:** The length of the card data in bits (Wiegand), or characters (magnetic stripe). This can be up to 40.
- **Bits per Character** (magstripe only)**:** The number of bits used to identify each character of data on a magstripe card (future use; fixed as **4**).

Odd Parity

These settings pertain to odd-parity checking, which helps to identify card 'misreads'.

- **Position:** The position of the odd-parity 'checksum' (1-40);
- **Start:** The starting position of the data being checked for odd-parity (1-40);
- **Length:** The number of digits being checked for odd-parity (1-40).

Even Parity

These settings pertain to even-parity checking, which helps to identify card 'misreads'.

- **Position:** The position of the even-parity 'checksum' (1-40);
- **Start:** The starting position of the data being checked for even-parity (1-40);
- **Length:** The number of digits being checked for even-parity (1-40).

🗀 Special 🗀 (Miscellaneous Items)

- **Door Fallback Mode:** Cards to be granted access if the door controller module is unable to communicate with the main panel database::
  - **None:** No cards/tokens accepted;
  - **Valid Token Format:** All readable cards/tokens accepted;
  - **Valid Site Code:** All cards/tokens with the correct site code will be granted access;
  - **10 Fall-back Users:** Only the users who are assigned as 'FallBack Users'. For details, refer to "Fall-Back Users...".
- **Unlock All Doors On Fire Alarm:** If selected, all doors in all areas associated with this panel will automatically unlock when a fire alarm is detected by this panel.
- **AutoUpdate Card Version:** For fixed-ID cards with a version number, this sets how re-issued cards are to be handled.

  ☑ = Grant access to a card with higher version number, and update the version number for the specific user automatically;

  ☐ = Only cards that match the version number for each user will be granted access (must update manually when a card is re-issued).

  To set the initial/actual version number for specific card(s), refer to the section on "Users".

For additional related settings, refer to "Card Version" (previous). Panel Version: This feature requires ≥**V3.2** panel firmware.

Equipment Settings (Pseudo / Internal Inputs)

Equipment Settings for a Panel

The Equipment screen includes monitoring / signalling settings pertaining to various events associated with a specific panel (and/or expansion modules). These can also be thought of as 'pseudo' or 'internal' input points.

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: System Equipment

In the Tree: Configuration (click the "+"), ⇨System, ⇨Equipment (Under the specific panel group and panel--if listed in the 'tree'.)

Related Topic: "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Things You Can Do

- **View/Change an Equipment Selection (Monitored Condition):** Select one from the pop-up list at the bottom of the form.

  Tip: You can also use the 'browse' buttons to quickly scan through the defined items.
- **Blocking an Item from being monitored by the system:** Select the specific item, and then set its 'preprocess' to 'disabled'.

Grid View: Scan the list as desired. **Tip:** You can resize or maximize the window as desired, or use the bottom scroll-bar to view additional columns.

For a list of the specific events, refer to the **Equipment** screen in the Guardall Director software.

Pick-Lists (bottom of the form)

-Panel Group & **Panel** references (optional)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

- **Equipment:** This is where you select an internally monitored item to view or edit. This area shows a reference number assigned by the system, plus a description of the item;

On This Form

- **Name:** The event / alarm condition being configured (these names are set by the system, and cannot be changed).
- **Preprocess:** The duration that the condition must remain in effect before an alarm will be audited.

Transmit

- **Off / Stay / On:** The (applicable area's) arming levels for which a message of the event will be transmitted to the monitoring station;

Sonalert

- **Off / Stay / On:** The (applicable area's) arming levels for which keypad sonalerts will be sounded for 1 second when the alarm occurs;

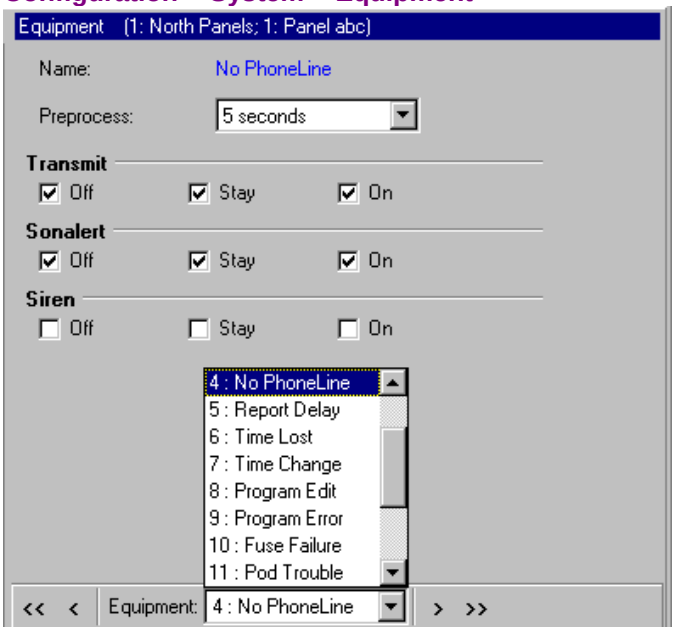
Siren

- **Off / Stay / On:** The (applicable area's) arming levels for which siren outputs will be sounded when the alarm occurs. (The "Siren Time" is set through the **System** screen.) For details, refer to "System Security Settings for a Panel".

Areas and Related Settings

If you change any value for an area, this will cause that area to be reset to its default / scheduled state and arming level (this allows configuration updates to be managed properly). To check or re-set status aspects, refer to the "Area" status/control topic.

Configuration ⇨System ⇨Equipment



Areas and Related Settings

Areas allow setting up monitoring and operating characteristics for all sensors and/or readers in a common location (associated with a specific panel). Dividing a system into "areas" also allows user-authorities to be set up on an area-by-area basis.

Elevators and Floors: It is best to set up unique area(s) for use with elevators and the associated access hallways. This allows the authority to control elevators and floors to be separated from other features, and also helps to identify activity/alarm messages pertaining to elevator readers. (The authority to control elevators and floors pertains to the "Door Control" authority selection for the specific area.)

Area scheduling can:

- Cause areas to arm and disarm automatically at the desired times;
- Have user's reminded to arm the area, and/or have an alarm transmitted to the monitoring station if users fail to do so.
- Provide automatic Stay-to-Off, and Off-to-Stay arming at scheduled times.

For details on setting up schedules, refer to "Schedules for User Access and Area Automation".

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Areas

In the Tree: Configuration (click the "+"), ⇨Areas (Under the specific panel group and panel--if listed in the 'tree'.)

Related Topic: "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

- **Add a New Area:** Click [+] at the bottom of the form, or right-click the form and select "Add New" from the pop-up menu.

  Tip: You can copy all settings for an Area, and paste them into another one: Right-click the 1st one (a blank portion if in 'Forms' view), and select **Copy**. Then, select a blank/new Area from the list, right-click again, and select **Paste**. After 'pasting', change the name and any settings as desired.

- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.

- **Search for an Area:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

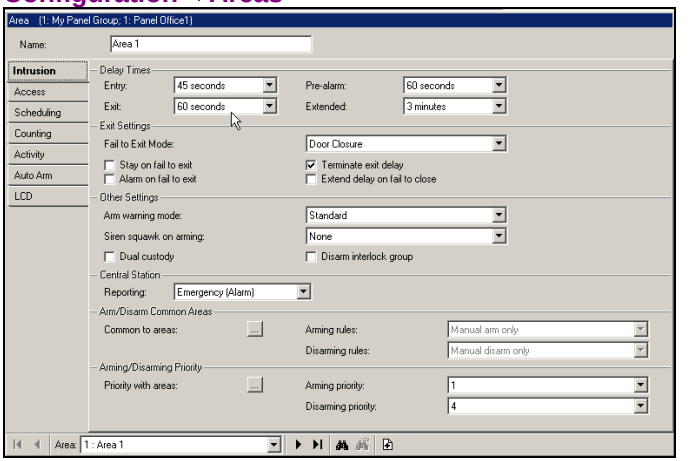
  Tip: You can search by name or the 1st few characters--e.g., nam*****.

- **Delete an Area:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Note: The 1st area for each panel cannot be deleted (i.e., each panel must have at least one area set up).

  Before Deleting: Only unused areas can be deleted. (Issue reports, OR go to the screens for **Modules**, **suite-security keypads**, **Input Points**, **Output Points**, and **Doors**, select grid view, and check for the specific area.)

Configuration ⇨Areas



Related Topic(s):

- Reporting on Users, System/Device Settings, etc.;
- Working with the Report Viewer

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

Pick-Lists (bottom of the Form)

-Panel Group & **Panel** references (optional)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

- Area: This is where you select an area to view or edit. This shows a reference number assigned by the system, and the name of the selected area, once defined;

"Offset" values for each panel determine whether multi-**panel** sites will have consecutive versus repeating area numbers. For details, refer to the "Display Offsets" value under "System Panels and Displayed Item-Numbers".

Top of the Form

- Name: A suitable name for the area (e.g., "Warehouse").

🗀 Intrusion 🗀 (systems with monitored sensors)

Delay Times

- **Entry:** The duration that the monitoring of 'Entry' points will be held/delayed to allow an authorized entrant to disarm the area;
- **Exit:** The duration that the monitoring of 'Exit' points will be held/delayed to allow the user to exit after arming the area.

  UL-Listed Systems: These must be 45 seconds or less for residential installations, and 60 seconds or less for commercial installations.

- **Pre-Alarm:** This is the duration that the system will wait before transmitting alarms from this area to the central monitoring station. During the delay, keypad sonalert(s) will be sounded, giving an authorized user time to "Silence" the alarm at a keypad. (Selecting "Verify User" will cancel the alarm transmission.)

  This setting works only with sensors (input-points) that support "Pre-Alarm Warning". For details, refer to "Input Points—Custom Point Types".

  Siren Time: To allow a pre-alarm warning to occur, the siren time for the panel must be greater than 30 seconds. (Siren Time appears under: Configuration, ⇨System, ⇨Standard🗀)

  To assign an area to be monitored by a specific keypad, refer to "Expansion Modules".

- **Extended:** The duration that the monitoring of 'Extended' points will be held/delayed to allow an authorized entrant to disarm the area;

  This pertains to a sensor that is set as a 'Custom Point Type' with the 'pre-process' defined as "Extended". **Related Topics:** "Input Points--Monitored Sensors", and "Input Points--Custom Point Types".

Exit Settings

- **Fail to Exit Mode** (≥V4.4)**:** This sets whether a door closure and/or tripping an exit confirmation button will be considered as someone exiting the area (after it was armed manually). If an 'Exit' is not detected, the area(s) will NOT be armed.

  Notes: Selecting "None" disables all features pertaining to "on fail to exit" for the specific area. Selections containing an 'exit button' here pertain to a 'Custom Point Type' with its 'Preprocess' set as "Command Point", and the input point itself set with its command as "Terminate Exit Delay" for the desired area (or "All"). Some locales include this by default.

- **Stay on Fail to Exit:** The area will automatically switch to 'Stay' mode if an 'Exit' is not detected after the area was armed manually. This cannot be used in conjunction with 'Auto Arm on Fail to Close' (under "**Scheduling**", to follow);

- **Alarm on Fail to Exit:** An alarm will be triggered if an 'Exit' is not detected after the area was armed manually;

  Note: This alarm CANNOT be silenced like other alarms. (Although, users with arm/disarm authority can silence it through a "Reset" option.)

- **Terminate Exit Delay:** The 'exit delay' will be truncated when the door closes after the user arms the area and exits.

  This is typically for smaller facilities where you can easily determine if others are still present. For a larger site, area scheduling is recommended (see "**Scheduling**", to follow/below).

- **Extend Delay on Fail to Exit** (≥V4.4)**:** In the event of a "Fail to Exit" (as per the "Fail to Exit Mode", previous/above), the exit delay will be extended by two minutes.

  Exit Confirmation Button: This will also cause "Fail-to-Exit-Mode selections" that indicate an 'exit button' to log an event if the button is not pressed before the original exit delay expires.

Other Settings

- **Arm Warning Mode** (≥V4.4)**:** How the system will 'behave' when arming while some input points in the area are 'not OK' (i.e., open or tampered).

  Standard: No warning tones during the exit delay, and users will not be prompted to bypass the inputs.

  Warning Tones during exit delay: Warning tone until end of the exit delay.

  Warning Tones continuous: Continuous warning tone (until silenced).

  Warning Tones continuous & blocked arming: Continuous warning tone (until silenced), and the area will not arm.

  Scheduled vs. Manual Arming: After an auto-arming, E/E doors and E/E Routes that are 'not okay' will trigger an alarm--since these inputs are not auto-bypassable. To stop this from happening, select "…& blocked arming". As well, persons will not be allowed to arm manually where either a non-bypassable point is "not okay", or they don't have 'bypass' authority.

- **Siren Squawk On Arming:** Sets whether or not 'siren' outputs for this area will be pulsed briefly when the area is armed and/or if no one arms the area at a scheduled closing time (≥V4.4);

  Note: The concept of 'fail to arm' applies only for scheduled areas. (See **Scheduling**🗀, to follow/below.)

- **Dual Custody:** Disarming this area will require two authorized user's to enter their ID and/or PIN (only one needed for arming).

  Visitor cards set to require an escort cannot be used with Dual Custody. Dual custody is also supported pertaining to gaining entry at individual readers. Details: Go to "Doors, Readers, and Related Settings", and look for "Reader 1 & 2 Settings for a Door", followed by "Reader Mode".

- **Disarm Interlock Group:** Sets this as an interlocked area. Of all areas with this selected, only one can be disarmed at a time (except by a service technician).

Central Station

- **Reporting:** Whether only alarms are to be reported to the monitoring station, or all activity (incl. area arm/disarm, etc.).

  HSC: This setting does not affect HSC communications unless it has been set to check for this. Related: Configuration, ⇨System, ⇨Communication, ⇨SIP / HSC 🗀
  🕮 Monitoring, Numeric Paging, & Remote Mgt. Settings

  Director Software: This setting does **NOT** limit events to appear in the monitoring window or to be available for activity reporting.)

  Arming-Levels: The area arming-levels for which detected activity at individual sensors will be transmitted is based on the input-point 'type' (or Equipment settings for 'pseudo' points). How the messages are transmitted is based on selections in the System Communications screen. Related Topics: nput Points—Monitored Sensors", "Equipment Settings (Pseudo / Internal Inputs)", and "Monitoring, Paging, & Remote Mgt. Settings".

Arm/Disarm Common Areas (≥V4.4)

Notes: At least 2 areas must be defined for these selections to appear. Any areas not selected here will be unaffected by these settings.

- **Common to Areas, Arming Rules, Disarming Rules:** Allows setting up a relationship between a common area (e.g., reception) and other areas that share it (e.g., offices) such that arming or disarming one or all associated areas will arm or disarm the shared/common area, or arming or disarming the common area will arm or disarm all associated areas.

Arming/Disarming Priority (≥V4.4)

Notes: At least 2 areas must be defined for these selections to appear. Any areas not selected here will be unaffected by these settings.

- **Priority with Areas, Arming Priority, Disarming Priority:** Allows assigning 'priority' values for specific areas such that each area can only be armed or disarmed in the order of their set priority value (1, 2, 3, ..., 15).

  Tips: Areas set to the same priority value can be armed and/or disarmed in any order relative to each other. Area arm/disarm relationships can be set to work in one direction only if desired. (e.g., In Area 1, select for priority with Area 2—but in Area 2, do not select for priority with Area 1.) Exception: Such area(s) must be selected for priority arming/disarming with at least one other area.

  No Priority Checking: Removes an area from consideration under priority-based arming/disarming. Typically for temporary use.

🗀 Access 🗀

(systems with access-controlled doors)

- **Auto Disarm on Valid Token** (≤V4.3)**:** The area will automatically disarm when a person with disarm authority (Off or Stay as applicable) is granted entry to this area. This feature can be customized for groups of users as per their assigned authorities.

  Details: *YourAccount*, ⇨Authorities, ⇨(Area Attributes🗀), ⇨Access Schedule🗀
  🕮 Authorities for Users/Entrants

  V4.4: With Director ≥V4.4, a scheduled version of this feature appears under **Scheduling**🗀, to follow/below.

Bad Card Action

- **Block access to all users:** Determines whether or not all users will be denied access to this area whenever a 'Global Lockout' condition is in effect (per 'bad card/PIN' detection).

  Related: • Account Information ⇨Bad Card/PIN🗀
  For details, refer to "Input Points—Monitored Sensors", "Equipment Settings (Pseudo / Internal Inputs)", and/or "Monitoring, Paging, & Remote Mgt. Settings".

Antipassback

Antipassback (APB): A feature that blocks individual cards from being used to:

+ Re-enter the same area, or;

+ Re-enter the facility from 'outside', and/or;

+ (Optional): Enter other areas;

...Unless they are recorded as exiting first--i.e., each person must use their card/token at every reader they encounter (that is set to "Detect Antipassback"). **Tip:** This helps to protect against unauthorized card usage.
Note: Antipassback-controlled areas typically require 'Exit' readers on the inside (at each door).

- **Strict Entry/Exit Enforcement:** This enables antipassback checking between areas.

This setting is used with high-security areas--such as a cash room. With this setting, persons who do not 'badge out' of the area will be denied access to **all** areas--even at readers **not** set for antipassback.

Without "Strict APB", persons who do not 'badge out' of APB-controlled areas will only be blocked against re-entering their last known area, or re-entering the facility from 'outside' (see next setting).

- **Ignore Outside to Inside Area Check:** This setting causes readers (that are set to "Detect Antipassback") to allow entry from outside for persons who did not 'badge out' of the facility. **Tip:** This is typically for a parking garage 'area' without an exit reader.

  This does not override other APB conditions. The area being entered **cannot** be their last known area ("APB auto-reset" will override this--see next setting), and they must still 'badge out' of any areas that are set for "Strict APB Enforcement" (see previous setting).

- **Auto-Reset:** This allows selecting whether APB checking will be on-going, or for a set duration only (see details).

  None: Antipassback restrictions will be enforced on a continual basis;

  xx Min/Hrs: The antipassback restriction will be limited to a fixed period of time after each person is granted access to a specific area. (Each user's APB status will be reset, avoiding undesired 'APB violations'.)

  APB Auto-Reset (especially of short duration) is **not** recommended with Time and Attendance reporting applications (including "Roll-Call").

  Antipassback must also be enabled for each specific reader. To do this, refer to "Reader 1 & 2 Settings for a Door" ("Detect Antipassback" selection).

  The antipassback status can be reset for a specific user, or for all users in a specific area (to allow their next entry or exit regardless of their previous APB status). For details, refer to "Resetting Users' Antipassback Status", and/or "Resetting the Antipassback Status for Users in a Specific Area" in the Control & Status Chapter.

🗀 Scheduling 🗀

Arm/Disarm Scheduling

- **Schedule:** The open/close schedule to be associated with this area (or 'none'). At the scheduled 'closing' time, area keypads will beep to remind staff to either arm the area and exit, or delay the closing time (worklate). If neither of these actions occur, an alarm can be transmitted, and/or the area can be armed automatically (as per settings to follow).

  Tip: Pause the mouse cursor over a schedule in the list to see the settings for that schedule.

  To define a schedule, refer to "Schedules for User Access and Area Automation".

  A programmable output can be set to signal when the area closing time is approaching. For details, refer to "Programmable Outputs".

- **In Schedule:** The length of time before the area will automatically 're-close' after being disarmed **inside** of the schedule. This allows limiting the time that authorized users can remain in the area during the schedule (e.g., cash machines, vaults, etc.).

- **Out of Schedule:** The length of time before the area will automatically 're-close' after an 'emergency off' is performed (i.e., being disarmed **outside** of the schedule). This limits the time that an "Emergency Off" can remain in effect.

- **Work Late Input:** When someone presses a work-late button in this area (during the 'pre-arm cycle), the scheduled closing time with be set as {*value selected here*} from the present time.

  Note: A worklate button is a custom input point with its 'pre-process' set as "Worklate". To define a 'work late' input-point, refer to "Input Points—Custom Point Types", and "Input Points—Monitored Sensors".

- **Limit Work Late to Midnight:** User's ability to 'Work Late' (i.e., override the scheduled 'Close' time) for this area will be limited to not extend beyond midnight.

- **Auto Arm on Fail to Close:** The area will auto-arm at the scheduled closing time. This cannot be used in conjunction with 'Stay on Fail to Exit' (described above).

- **Transmit Fail to Close:** Transmit a "Fail-to-Close" to the monitoring station if the area has not been armed at the scheduled closing time.

- **Always auto disarm to Off (Blind)** (≥V4.4)**:** When the area's schedule becomes active (e.g., start of workday), the area will fully disarm to Off automatically. If not selected, the area will remain armed until it is disarmed either manually, or when someone is granted entry (auto-disarm on valid token).

  Split-Shift: If the area's schedule contains two or more separate time intervals, the area will disarm at the beginning of each time interval.

  Also See: See the two previous fields and related notes pertaining to "Auto-disarm on valid token..." (on this screen/tab).

- **Allow Out of Schedule Opens:** Whether or not users **without** 'Emergency Off' authority will be able to gain entry and/or disarm this area outside of **its** open/close schedule, and/or adjust the area closing time (i.e., 'worklate') after **their** schedule has expired. (For a non- scheduled area, this concept does not apply, since only 'Disarm' authority would be required.)

  Related Topic: "Authorities for Users/Entrants".

Auto Disarm on Valid Token Mode (≥V4.4)

- **In Schedule:** Sets whether or not auto-disarming will occur for this area (see note) while the area schedule is active, and what arming state will be applied (per user authorities, or 'Off' or 'Stay' regardless of the user authorities);

  Note: This pertains to the area disarming automatically when an authorized person is granted entry.

  Unscheduled Areas: For an unscheduled area, the 'In Schedule' selection will remain in effect 24/7 (same as a schedule that's always active).

- **Out of Schedule:** Sets whether or not auto-disarming will occur for this area (see note, previous) after-hours (i.e., outside of the schedule), and what arming state will be applied (per user authorities, or 'Off' or 'Stay' regardless of the user authorities);

  Tip: The 'auto-disarm' feature can be customized for groups of users as per their assigned 'authority' profile.

  Details: *YourAccount*, ⇨Authorities, ⇨(Area Attributes🗀), ⇨Access Schedule🗀
  🕮 Authorities for Users/Entrants

Stay-Off-Stay Scheduling

- **Schedule:** A schedule to be associated with automated stay/off/stay arming in this area (also see next setting).

  Tip: Pause the mouse cursor over a schedule in the list to see the settings for that schedule.

- **Auto Stay Mode:** Specifies that the area will automatically switch from 'Stay' to 'Off', and then 'Off' to 'Stay', in-sync with schedule chosen above. This will not occur if the area is fully armed (ON) at the applicable times.
  - + **None:** Disables this feature (same as selecting "None" for the schedule.
  - + **Non secure Disarm to Off:** The area will disarm (e.g., at the start of the day) if it is in 'stay' mode at the specific time;
  - + **Secure Disarm to Off:** For the area to be disarmed (to off) at the scheduled time, the area must be armed to 'Stay', and it must have been fully armed once since the last cycle (ensures someone was in the facility to arm the area at some time);
  - + **Disarm to Off Pending First Valid User:** The area will disarm to off if it is in 'stay' mode at the scheduled time, but the change will not occur until a valid user is granted access into the area.

🗀 Counting 🗀 (≥ V4.20)

These selections pertain to monitoring the number of people (or vehicles, etc.) in an area at any one time (per access-granted), and whether or not the area can be armed with persons still listed as being in the area.

User Counter

- **Maximum:** (0 - 16383) The maximum number of users/vehicles allowed in an area before its status will be "full".

  Tip: This can be used to trigger an output (e.g., "Parking Lot Full" sign).

  Minimum: (0 - 15) The number of users that can be present with the area still being considered 'empty";

  Count Mode: The method for counting users in the area.

  Normal: Area entering = +1, area leaving = -1.

  Special (APB-based): Area entering = +1, last known area = -1.
  (Exception: Same as 'Normal' for "Timed APB" once the timer expires.)

  Blind Count: Counts each time a card/token is accepted—even if you end up 'badging' more than once.

  Warning Level on Arm: Whether a person trying to arm this area when it isn't listed as "Empty" will only be warned, or whether arming will be blocked altogether (manually vs. any method);

User Counter Reset

These settings allow the user-count for a scheduled area to be reset (to zero) automatically under certain conditions.

Reset before 'in schedule': This resets the area user-count automatically at a relative time of day (a specified number of hours before the beginning of the area's schedule);

Reset on Disarm to OFF: Whether or not the area user-count will be reset automatically whenever the area is disarmed to "Off";

Reset on arm to ON: Whether or not the area user-count will be reset automatically whenever the area is armed to "On".

Related: • Configuration ⇨Doors ⇨Extended🗀 ⇨"Entry Detect"; • Configuration ⇨Output Points

⇨Event ⇨(counter reaches min/max); • Control & Status ⇨Panel Control & Status ⇨Area ⇨Area Users.

Activity Monitoring and Auto-Arming

General Operation

Activity monitoring can be set to transmit an alarm and/or arm areas automatically when activity is not detected for a specific length of time. Per the operator's selections, this automated arming can:

+ Be triggered by "No Activity", and/or; "User Count ≤ a preset minimum value" remaining in effect for a set duration (timeout value).
+ Pertain to inputs set as "Activity Monitor" custom points, sensors on the entry/exit route, and/or door openings.
+ Arm to ON or Stay
+ Occur with or without an optional configurable delay time before arming (to allow users additional time to either trigger activity, or leave the area)
+ Can operate either any time, or only outside of an Arm/Disarm schedule selected on the "Scheduling" tab for the specific area (if applicable).

Tip: The arming level(s) for which an Activity Monitor input point will monitor activity is determined by the "Level" setting for the Custom Point Type (Off, Off/Stay, or "Always"). (The rest of the time, the point(s) will be treated as a standard point (Burg., supervisory, etc.--per selections for the custom point type). **Locator:** Config., ⇨Custom Point Types, ⇨("Preprocess: Activity Monitor"), ⇨"Level" and "Class".

Steps

1) Define a "Custom Point Type", being sure to select: "Preprocess: Activity Monitor", and other settings as desired. **Locator:** Configuration, ⇨Custom Point Types.

2) Set up any activity monitoring input points, being sure to assign your custom point type to each one. **Locator:** Configuration, ⇨Input Points.

3) For each applicable area, make selections as desired for the "Activity" and "Auto Arm" screens. **Locator:** Configuration, ⇨Areas, ⇨"Activity 🗀" and "Auto Arm 🗀".

🗀 Activity 🗀 (≥ V4.20)

These settings allow enabling and configuring 'activity' detection for each area. This: • Pertains to custom 'Activity Monitor' input points; • Can include persons gaining entry at doors/gates; • Can include detection via input points on the "Entry/Exit Route". More: "Related", & "**Auto Arm**🗀".

- **Timeout:** This allows disabling 'activity' detection for each area, or setting the maximum duration between activity-detections for it to still be considered 'in effect'. (The status is reset if activity is not detected for this duration.)

  Notes: Immediate = 1 second. Short durations are not recommended. This is the only method for resetting 'activity' status.

- **Include EE Route:** Whether or not inputs on the entry/exit route for this area will be monitored as well as 'Activity Monitor' inputs;
- **Include Doors:** Whether or not persons entering and leaving the area will trigger the 'activity' status as well (i.e., door openings).
- **Alarm on No Activity** (≥V4.4)**:** This causes an alarm to be generated if a timeout occurs without activity being detected.

Related Settings / Features:
• Configuration ⇨Custom Point Type ⇨"Preprocess = Activity Monitor"; • Configuration ⇨Output Points ⇨Event ⇨"Activity detected" (or 'not'); • Control & Status ⇨Panel Control & Status ⇨Area ⇨Area Users.

🗀 Auto Arm 🗀 (≥ V4.20)

These settings allow having an area arm automatically: • When a/the door closes; • When there is 'No Activity', and/or; • When no one is present (user-count ≤ 'minimum'). Auto-arming based on 'activity' and 'user-count' can also be tied to the arm/disarm schedule for each area.

Special

- **Auto Arm on Door Close:** The area will arm automatically when any 'door' point in this area closes (typ. used with bank vaults).

Extended Auto Arm

- **Mode:** Selections to have the area arm automatically when there is no activity detected (before the 15 min. closing 'window') and/or when no one is present (user-count ≤ 'minimum');

  Note: Disarm manually if needed.

- **Arming delay:** Select a value here to have the preceding auto-arm (mode) selection delayed (not occur) for a set period of time;

- **Arming level:** This sets the arming level for activity or user-count based auto-arming (arm to 'Stay', or fully arm to 'On');

  Stay: Only perimeter sensors monitored;

  ON: All sensors monitored.

- **Arm if 'out of schedule':** This determines whether or not the 'activity' / 'user-count' auto-**arming** will be limited to only outside of the arming schedule (☑) versus any time (☐).

Notes: The arm/disarm schedule is shown in blue text on the right. This setting does not affect the **monitoring** of activity. When enabled, activity monitoring occurs all the time (for the arming levels configured for the custom-point-type) and is available for other applications (such as "alarm on no activity", and output equations).

Related: Configuration ⇨Doors ⇨Extended🗀 ⇨"Entry Detect".

More Tabs

🗀 LCD 🗀

- **LCD Name:** A shorter version of the name to be displayed at LCD keypads. This is assigned automatically, and can also be changed if desired (max. 12 chars., plain text).

- **Require Function Key PIN:** Whether or not the programmable hot-keys 6-9 & 0 will require a user with "Function Key" authority to be logged in. (Function keys 1-5 do not require ID/PIN entry, except at a portable/wireless arming keypad).

Tip: This setting is recommended to help protect against false alarms.

For details on **using** the function keys on a system LCD keypad, refer to the xL (panel/keypad) User's Guide.

What each function key does is set up under "Programmable Outputs".

To enable function-key authority for a user, refer to the "Function Keys" setting under "Authorities for Users/Entrants".

Area Groups (≥V4.4) and Multi-panel Arm/Disarm (≥V4.5)

Setting up Area Groups

About Area Groups

Area groups provide an easy way to arm and disarm named groups of areas through an LCD keypad. You can define up to 16 of these area groups. Area groups of the same name can be armed (On) and disarmed (Off) across multiple panels through a keypad connected to any one of the panels. (Details appear at the end of this topic.)

Enable/Configure: This feature can be enabled or disabled through the "Area Group Mode" setting for each specific panel. Related: Configuration, ⇨System, ⇨Intrusion, ⇨Standard🗀
🕮 Intrusion Settings for a Panel

User Authorities: Only areas in the group for which the user issuing the command has the required arm/disarm authority will be affected. Ensure user authorities are set appropriately.
Related Topic: "Authorities for Users/Entrants".

Areas Assigned to the Keypad: Similarly, each LCD keypad can affect only the areas assigned to it.
For details, refer to "Expansion Modules".

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Area Group
In the Tree: Configuration (+), ⇨Areas (+), ⇨Area Group (Under the specific panel group and panel--if listed in the 'tree'.)
Related Topic: "Other Desktop Choices"
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode.

Forms view: Details for one item at a time;
Grid View: All defined items in a list.

Things You Can Do

- **Add an Area Group:** Click [+] at the bottom of the form, or right-click the form and select "Add New" from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for an Area Group:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*.
  Alternative: You can also switch to grid view to see all area group names on one screen.
- **Delete an Area Group:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column; • Click **[...]** in the "Areas" column to view or assign areas for a group.

Pick-Lists (bottom of the Form)

- **Panel Group** & **Panel** references (optional)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information, refer to "Other Desktop Choices".
- **Group:** This is where you select an area group to view or edit. This shows a reference number assigned by the system, and the name of the selected group, once defined;

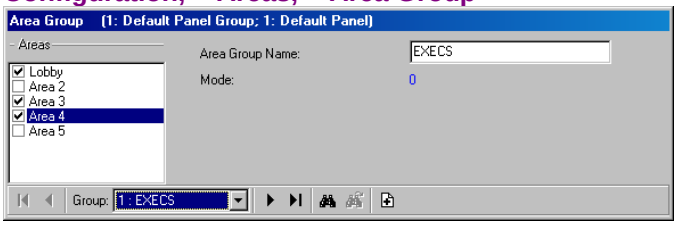
On this Form

Areas

- A list of the defined areas is shown on the left side of the screen. Click the check-box to select or deselect desired areas;

- **Area Group Name:** A suitable name for the group of areas (e.g., FL2OFFICES).

Configuration, ⇨Areas, ⇨Area Group



Note: Since this will appear on keypad LCD screens, this can be 1 - 12 letters (all caps) and/or numbers.

Setting up Multi-Panel Arm/Disarm (≥V4.5)

Area groups of the same name can be armed (On) and disarmed (Off) across multiple panels through a keypad connected to any one of the panels. This will apply only to areas for which the specific user has the required authority.

Steps:

Tip: These steps can either be done by finishing all steps for one panel at a time, or by doing each step for all panels before moving on the next step each time.

1) Ensure the "Feature Set" for the account is set to "5" or higher.
Ref: Account Information, ⇨Standard🗀, ⇨"Feature Set"

2) Set the panel's "Area Group Mode" to "Remote Area or Group".
Ref: Configuration, ⇨System, ⇨Intrusion, ⇨Standard🗀, ⇨"Area Group Mode: Remote Area or Group".

3) Set up the desired "Area Groups" using precisely the same names for each panel. For details, see previous/above.

4) Ensure a suitable user authority has been set up that includes "On" and "Off" arming authority for all applicable areas.
Tip: Only the areas for which the user has the applicable authority will be affected during a multi-panel Arm/Disarm session.
Ref: *AccountName*, ⇨Authorities.
Related Topic: "Authorities for Users/Entrants"

5) Assign the authority to the specific users who will be using this feature.

Ref: *AccountName*, ⇨Users, ⇨Standard🗀, ⇨"System Authority".

6) When this feature is to be available, ensure a communication session with the panels is running that is set to "Stay Connected".
Ref: [Communications], ⇨(Pending/Online), ⇨Select the panels, ⇨[Edit].
Related Topic: "Activating Communications and Transferring Panel Settings" (under "Panel Communications and Updates").

Requirements and Limitations

- This is supported for up to 30 panels at a time that are all in the same "Panel Group". Panels can be hardwired together, or communicate with the PC 'via IP' across a network.
  Related: "Panel Groups and Connection Settings"
  For details on wiring, refer to the technical manual(s) for your panels. To set up an IP connection, refer to your IP Connectivity Guide. Tip: Manuals can also typically be found in PDF format on your Director software CD.
- Panels must have firmware version 4.42 or greater.
- If an area is set to "Forced Arming" for a panel that has an insecure sensor, the area will arm, and then immediately go into alarm. This also applies if "Bypass" is used where any non-bypassable points are not secure. These false alarms can be prevented by setting the area's "Arm warning mode" to "Warning tones continuous and blocked arming", although any such areas would not be armed in this event.
- The feature will function only if the panels are presently in communication with the Director software ("Stay Connected").
- Each panel will require at least one keypad to view status and deal with all possible alarm situations that may arise.
- When arming through a keypad, the user must select "Site". (Selecting "Local" will affect only the panel that the keypad is connected to).

Expansion Modules

Expansion Modules and Related Settings

Expansion modules are devices that provide support for additional inputs, outputs, and/or special features. Some examples include:

- System LCD keypads (different types—some with built-in reader);
- Door Controllers (typically supporting 2 doors / 4 readers);
- Elevator / Lift Controller (2 cabs, with one reader per cab; max. 124 floors);
- Point Expander (8 or 16 input points; and 4 programmable outputs);
- RF / Wireless Point Expansion (32 inputs);
- Fire Supervision module;
- Map/Graphic Annunciator;
- High-security comms / printer module (uses Mark7 / DVACS service in Canada).
- Power supply: Intelligent monitorable power supplies;

For each **panel**, up to 24 modules can be set up (or up to 60 suite-security keypads), including support for up to 32 doors.

Converted TDC/PDC Door Controller Modules: Up to 10 (combined) per system panel.

Note: To initially set up a system module, you will need to know its serial number. This is typically hand-written on a small sticker on the circuit board).

Attention: Some modules (HSC/printer module, RF/wireless module, and Smart POD) require additional programming locally, through a system keypad. For details, refer to the commissioning or hardware guide for your system.

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Modules

In the Tree: Configuration (click the "+"), ⇨Modules (Under the specific panel group and panel--if listed in the 'tree'.)

Related Topic: "Other Desktop Choices".

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

- **Add a Module:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Module:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*****.
- **Delete a Module:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Before Deleting: If a module is deleted, or changed with respect to the number of points or outputs, the I/O range adjusts accordingly. As such, all points/outputs pertaining to this expansion-module number and higher will need to be **reconfigured**.

  As well, only modules NOT presently associated with any doors can be deleted. (Issue a report, OR go to the **Door** configuration topic, select Grid view, and look for the specific module.)

  Related Topic(s):
  - Reporting on Users, System/Device Settings, etc.;
  - Working with the Report Viewer

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

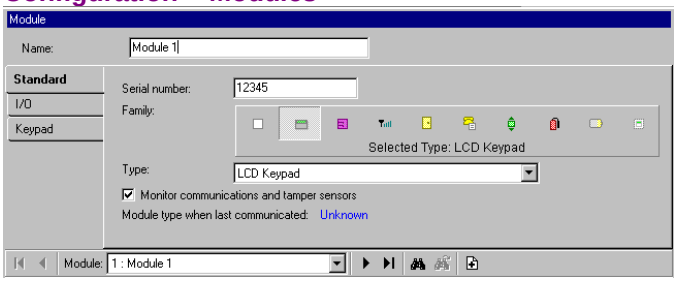
If a Module is Replaced

If a defective or damaged module is replaced, be sure to identify the new module's **"Serial Number"** to the software. (See the "Serial Number" description for details.)

Then, issue a "Send to Panel" communications session to transfer all settings to the associated panel.

For details, refer to "Panel Communications and Updates".

Configuration ⇨Modules



Pick-Lists (bottom of the Form)

-**Panel Group** & **Panel** references (optional)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

- **Module:** This is where you select a module to view or edit. This area shows a reference number assigned by the system, and the name of the selected module, once defined;

Top of the Form

- **Name:** A suitable name / location for the module (up to 30 characters).

🗀 Standard 🗀

- **Serial Number:** The actual serial number of the expansion module. **Tip:** The serial number is typically hand-written (5 digits) on a small sticker on the circuit board.

  Converted TDC/PDC Door Controllers: Enter the 'address' of the door controller (as set via jumpers or switches on the board).
- **Family:** Select the basic type for the module you are setting up;

  Tip: You can 'hover' your mouse cursor over a symbol to see a description of what that button represents / selects.
- **Type:** Select the specific type/subtype of module here (where applicable);
- **Monitor Communications and Tamper Sensors:** Whether or not module communications, and the module housing tamper sensor are to be monitored (recommended);

- **Module type when last communicated:** During each communications session with the panel, the module types are checked and displayed here;

I/O (for modules that support inputs and outputs)

- **Inputs:** The number of input points (monitored sensors) supported by this module;

  Note: The first 3 inputs on a system LCD keypad pertain to the built-in emergency keys rather than external sensors.

  Director ≥V4.4: Input points associated with newer-style modules use custom input circuits. (Related links follow).

  • Configuration, ⇨Input Points, ⇨**Custom Circuit**
  🕮 Custom Circuit-Types for Input Points

  • Configuration, ⇨**Input Points**
  🕮 Input Points—Monitored Sensors

- **Outputs:** The number of outputs (programmable electronic switches) on the device;

  Note: Outputs on a "Map" module pertain to firing the LEDs on the module itself rather than triggering external devices.

- **Input Range:** The input point numbers to be associated with this expansion module.
- **Output Range:** The range of programmable output-point numbers to be associated with this expansion module.

Input and Output Range: The Number-Range for inputs & outputs is based on the number of inputs and outputs supported by each module, and the order the modules are installed--plus the "Display Offset" settings for the specific panel. For details on the "Display Offset" value, refer to "System Panels and Displayed Item-Numbers".

Keypad (settings for LCD Keypads)

- **Assigned to Area:** The 'area' that this keypad is associated with;
- **Exit Delay When Arming:** Whether or not an exit delay is to be in effect when arming the keypad's area to 'Stay' and/or 'On'. (Arming any other areas from this keypad will be immediate).

  'Stay' pertains to 'perimeter' sensors being monitored, and 'On' pertains to all sensors in the area being monitored.
- **Entry and Exit Tones on Stay Mode:** Whether or not Entry/Exit tones are to be sounded at this keypad while the associated area is set to the STAY arming level.
- **Annunciation (1st bar of Areas):** The area(s) to be monitored by this keypad (i.e., the areas for which any alarms will be signalled at the sonalert built into this keypad).

  Tip: As you move across the 'bar' of area symbols, the name of each area will be shown on the right—allowing you to pick the correct ones. Alternatively, click the pencil symbol and then select desired areas from the small screen that appears.
- **Arming/Disarming (2nd bar of Areas --≥V4.4):** The area(s) that can be armed and disarmed from this keypad (by users with appropriate authority); Also See: 'Tip', previous/above.

  Note: This pertains to individual areas, as well as specific areas within defined 'Area Groups'.
- **Exit Delay (3rd bar of Areas --≥V4.4):** The area(s) for which the exit delay is to be signalled at this keypad;
  Also See: 'Tip', previous/above.
- **Default Display Mode (≥V4.4):** This sets what is normally displayed on this keypad's display (i.e., date only, or alternate between the date and the presently defined "System Message".

  Related: Configuration, ⇨System, ⇨Standard
  🕮 General System Settings for a Panel
- **Armed LED Display (≥V4.4):** Whether arming state will always be indicated via LEDs, or only for a pre-set duration;
- **Arming Tone Mode (≥V4.4):** This sets whether entry and/or exit tones will be signalled at this keypad;
- **Auto Silence Disarm Mode (≥V4.4):** Allows setting the keypad to auto-silence and/or have all of the user's authorized areas disarm automatically when someone logs into this keypad;
- **Verify User Mode (≥V4.4):** Enables and configures the 'verify user' mode/operation (i.e., whether or not users will have to enter their PIN after silencing an alarm);

Badge (≥V4.4)

User Badging Mode

- **Schedule:** Select a schedule here to allow card badging features to be different during a schedule vs. after-hours.

- **Single in Schedule:** Selects an action to occur automatically (arm, disarm, etc.) when a card is accepted at the reader while the selected schedule is in effect.
- **Single out of Schedule:** Selects an action to occur automatically (arm, disarm, etc.) when a card is accepted at the reader after-hours (i.e., outside of the selected schedule).
- **Hold Time:** Select a duration to identify a prolonged card badging (badge-hold). (Pertains to the items that follow.)
- **Hold in Schedule:** Selects an action to occur automatically (arm, disarm, etc.) when a card is accepted and 'held' in place at the reader while the selected schedule is in effect.
- **Hold out of Schedule:** Selects an action to occur automatically (arm, disarm, etc.) when a card is accepted and 'held' in place at the reader after-hours (i.e., outside of the selected schedule).
- **Hold PIN Prompt:** This sets whether or not the user will be prompted to enter their PIN while using the badge-hold feature;
- **Disable Single on Badge-Hold:** This determines whether or not the action defined under 'single' (in or out of schedule) will also occur on a badge-hold action.
- **Disarm requires PIN:** This determines whether or not a selected 'disarm' action will require the user to enter their PIN.

User Badging Mode for Keypad Modules with an External Reader

LCD keypads supporting an external reader do not allow for badge-hold functionality directly, so a double (or triple) badging method is supported instead.

Note: This feature requires panel firmware v4.43 or higher.

- **Triple/double badge gap:** This sets the minimum duration you must wait after presenting (and removing) the card/token each time to be treated as a double or triple badging.
- **Triple badge mode:** If selected (✓) this feature requires a triple-badging, versus only a double-badging if not selected.

Note: All other fields and available selections are the same as for badge-hold mode as supported beginning with Director v4.4.

🗀 Access 🗀 (≥V4.4)

Access Mode

- **Access Control:** This identifies that the reader is to be associated with an access-controlled door. (Selection to follow).
- **Access to Area:** This is the area associated with this reader (as per the selected door number to follow/below).
- **Type of Reader:** This identifies if this reader will be used as an 'In Reader' or an 'Exit Reader'.
- **Door Number:** With "Access Control" selected (previous), this identifies the door that this reader is to be associated with.

Miscellaneous

- **In/Out Station:** This applies to a reader being used to log cardholder arrivals and departures (e.g., a time-clock application).

  With this feature, the reader will not be associated with an access-controlled door (so do NOT select "Access Control" above).

Suite-Security Keypads and Related Settings

If you change any value for a suite-security keypad, this will cause that unit to be reset to its default / scheduled state **and arming level** (this allows configuration updates to be managed properly). As such, configuration changes to active units should be done only by arrangement with the occupant.

Related: Control & Status, ⇨Panel Control & Status, ⇨Suite Security

🕮 Checking Status or Controlling a Suite Security System

Notice: Suite-security keypads are NOT associated with any system 'Areas' or related schedules or settings. As well, these units are NOT associated with the module screen. All settings that affect suite-security-keypad operation are defined here. As well, suite/keypad alarms are monitored only through the Director software.

Note: Suite-security keypads and "Communities" (Shared Users) are not supported at the same time.

Suite-Security Keypads

Suite-security keypad modules provide security and monitoring features for individual

apartments or offices (up to 60 per main panel).

There are different types of suite-security keypads:

- **Newer models** (≥V4.4)**:** These keypads support 4 monitored sensors (zones/inputs), one programmable output, and 3 'panic keys'. Uses custom input circuit types. Future: A reader may be built-in, or supported externally.
- **8-zone**: This version supports 8 monitored sensors (inputs), 2 programmable outputs, and 3 'panic keys'.
- **2-zone**: The more affordable 2-zone units support 2 monitored sensors/inputs, one panic key, and one programmable output.

Two-zone units require panel firmware V3.2 or higher. With 8-zone units, panel firmware **v2.7** or **V3.2** (or higher) is recommended.

Suite-security keypads can be mixed with other modules if desired (the suite capacity is reduced by **5** for each system LCD keypad, and each other expansion / application module added.

Support for suite-security keypads requires a 'feature-set' selection of **5** or higher (via Enterprise software licensing).

Related Topics: Account-Wide Panel Settings", and "Software Activation and Licensing".

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Suite Security

In the Tree: Configuration (click the "+"), ⇨Suite Security (Under the specific panel group and panel--if listed in the 'tree'.) **Related Topic:** "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

- **Add a Suite/Keypad:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Suite/Keypad:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam***.**
- **Delete a Suite/Keypad:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Before Deleting: If a suite-security keypad is deleted, the 'user offsets' pertaining to this suite/facility number **and higher** may need to be **reconfigured**. (See the description for "First User Access" for details.)

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

If a Suite-Security Keypad is Replaced

If a defective or damaged unit is replaced, be sure to identify the new keypad's **"Serial Number"** to the software. (See the "Serial Number" description for details.)

Then, issue a "Send to Panel" communications session to transfer all settings to the associated panel.

For details, refer to "Panel Communications and Updates".

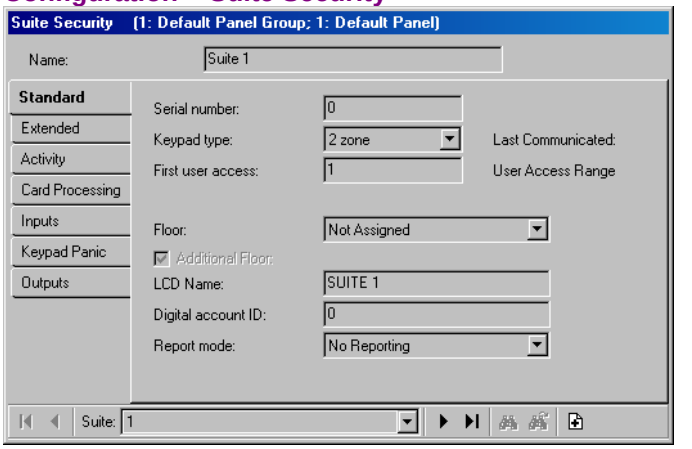
Pick-Lists (bottom of the Form)

-**Panel Group** & **Panel** references (optional)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

- **Suite:** This is where you select a suite-security keypad to view or edit. This area shows a reference number assigned by the system, and the name of the 'suite' or keypad, once defined;

"Offset" values for each panel determine whether multi-**panel** sites will have consecutive versus repeating keypad ID-numbers. For details, refer to the "Display Offsets" value under "System Panels and Displayed Item-Numbers".

Configuration ⇨Suite Security



Top of the Form

- **Name:** A suitable name/location to be associated with the suite or keypad (such as the suite number and/or occupant);

🗀 Standard 🗀

- **Serial Number:** The actual serial number of the suite-security keypad. **Tip:** The serial number is typically hand-written (5 digits) on a small sticker on the circuit board.

- **Keypad Type:** Two-zone (compact) versus 8-zone (full-featured);

Director ≥V4.4: Newer suite keypad models support 4 monitored sensors (inputs), one programmable output, and 3 'panic keys'. Uses custom input circuit types. Future: A reader may be built-in, or supported externally.

- **First User Access:** Users with access to suite keypads are reserved in blocks of 8 (such as 1st suite: users **1**-8, 2nd suite: users **9**-16, etc.). This value is the lowest user-ID to pertain to this suite/keypad. This number must be a multiple of 8, plus 1.

To set up the person associated with each user-ID, refer to "Users (Entrants / Panel Users)".

Tip: If desired, you can automatically reset the users for all defined keypads (or up to a desired one) to the default of consecutive blocks of 8: Select the highest numbered keypad to be affected. Then, right-click anywhere on its form, and select **Auto Fill User Offset**. When asked to confirm, select **Yes**.

- **Last Communicated:** During each communications session, the software will check the keypad type, and display it here.

- **User Access Range:** This shows the range of user ID numbers to pertain to this suite/keypad, based on the 'First User Access' value (prev.).

- **Floor:** The is the floor associated with the suite/facility (or the lower of two for suites that can be accessed from two floors).

- **Additional Floor:** Select this if the suite/facility can be accessed from two floors.

- **LCD Name:** A shorter version of the name to be displayed at LCD keypads. This is assigned automatically, and can also be changed if desired (max. 12 chars., plain text).

- **Digital Account ID:** Future Use. For central monitoring.

- **Report Mode:** Future Use. For central monitoring.

🗀 Extended 🗀

- **Entry Delay:** The duration that the monitoring of 'Entry' points will be held/delayed to allow an authorized entrant to disarm the suite-security system;

- **Exit delay:** The duration that the monitoring of 'Exit' points will be held/delayed to allow the user to exit after arming the keypad.

- **Extended Point Delay:** The duration that the monitoring of 'Extended-Delay' points will be

held/delayed to allow an authorized entrant to disarm the keypad.

- **Siren Time:** This sets the duration for siren activations for this suite-security keypad.

  The Siren Feature: This pertains to keypad inputs (and panic keys) set to trigger a siren condition—as signalled by output #1 (must be set to one of the "Area: Siren Fire" selections--which also sets the 'cadence').

  Also see: Inputs🗀, Outputs🗀, and Panic🗀 (to follow), and: "Input Points—Custom Point Types"

- **Stay on Fail to Exit:** The suite-security system will be automatically switched to 'Stay' mode if the user fails to exit after arming (i.e., if a door opening is not detected).
- **Terminate Exit Delay:** The 'exit delay' will be truncated when the door closes after the user arms the keypad and exits.
- **Require Function Key PIN:** Whether or not use of the keypad function-keys will require a valid keypad user to be logged in.

  Tip: This setting is recommended to help protect against false alarms.

  For details on **using** the function keys (special commands) on a suite-security keypad, refer to the user's guide for the keypad.

  To enable function-key authority for a suite occupant, refer to the "Function Keys" setting under "Authorities for Users/Entrants".

- **Enable Quick Arming:** If this is NOT selected, keypad arming functions will require entering your PIN (person with appropriate authority). If this IS selected, the keypad arming functions will NOT require PIN entry;
- **Allow Forced Arm:** Whether or not the suite-security system can be armed while any sensors are tripped (i.e., Not OK).
- **Auto Arm on Door Close:** The keypad will arm automatically when the door is closed. This would be used **only** for a separate keypad that is monitoring a safe/vault or 'valuables' locker.

- **Allow Remote Silence:** Determines whether or not authorized operators will be able to silence this suite keypad using the software (control & status).
- **Allow Remote Arm:** Determines whether or not authorized operators will be able to arm this suite keypad using the software (control & status).
- **Allow Remote Disarm:** Determines whether or not authorized operators will be able to disarm this suite keypad using the software (control & status).
- **Backlight Mode** (≥V4.4)**:** Future Use.
- **Superintendent** (≥V4.4)**:** Causes system/hardware-related alarms to be indicated at this suite keypad.

🗀 Activity 🗀 (≥ V4.4)

These settings allow enabling and configuring 'activity' detection for each suite/keypad. This: • Pertains to custom 'Activity Monitor' input points; • Can include persons gaining entry at doors/gates; • Can include detection via input points on the "Entry/Exit Route".

- **Timeout:** This allows disabling 'activity' detection for each suite/keypad, or setting the maximum duration between activity-detections for it to still be considered 'in effect'. (The status is reset if activity is not detected for this duration.)

  Notes: Immediate = 1 second. Short durations are not recommended. This is the only method for resetting 'activity' status.

- **Include EE Route:** Whether or not inputs on the entry/exit route for this suite will be monitored as well as 'Activity Monitor' inputs;
- **Include Doors:** Whether or not persons entering and leaving the area will trigger the 'activity' status as well (i.e., door openings).
- **Alarm on No Activity:** This causes an alarm to be generated if a timeout occurs without activity being detected.

  Related Settings / Features:
  • Configuration ⇨Custom Point Type ⇨"Preprocess = Activity Monitor"; • Configuration ⇨Output Points ⇨Event ⇨"Activity detected" (or 'not).

🗀 Card Processing 🗀 (Future Use.)

- **Single Badge Mode:** Future Use. Selects an action to occur automatically (arm, disarm, etc.) when a card is accepted at a reader associated with the suite/keypad.
- **Hold Badge Mode:** Future Use. Selects an action to occur automatically (arm, disarm, etc.) when a card is accepted and 'held' in place at a reader associated with the suite/keypad.
- **Hold Time:** Future Use. Select a duration to identify a prolonged card badging (badge-hold). (Pertains to all items regarding "hold".)

- **Hold Badge Requires PIN:** Future Use. This sets whether or not the badge-hold feature will require the user to enter their PIN.
- **Display Hold Badge Prompt:** Future Use. This sets whether or not the user PIN prompt will be displayed for the badge-hold feature.
- **Auto Silence:** Future Use.
- **Disarm PIN Required:** Future Use. This sets whether or not a user PIN will need to be entered in order to disarm a suite/keypad.
- **Limited Power RF:** Future Use.

Inputs

- **Point Type:** The type of sensor/monitoring to be used with each input connection (E/E door, PIR, etc.), and whether or not the sensor is on the perimeter of the suite/facility.

  Tip: Pause the mouse cursor over a point-type in the list to view its characteristics. **Note:** Use the 'Entry/Exit Door' input-point type for doors (door sensors / contacts) on the perimeter of the suite/facility.

  Note: Suite/keypad alarms are monitored only through the Director software.

  Custom Point Types can be set up for special applications (including extended delay). For details, refer to "Input Points--Custom Point Types".
- **Circuit Type:** The type of circuit/wiring used with the input point / sensor;

  Director ≥V4.4: Inputs associated with newer-style suite keypads use custom input circuits. (Related links follow).

  • Configuration, ⇨Input Points, ⇨**Custom Circuit**
  📖 Custom Circuit-Types for Input Points

Keypad Panic

- **Point Type:** The type of alarm to be generated (E/E door, PIR, etc.) when someone presses each of the three panic-key pairs on the suite-security keypad. **Tip:** Pause the mouse cursor over a point-type in the list to view its characteristics.

  Two-Zone Keypads: These units support the first panic key only (triggered by pressing ***** and **#**.
- **Audible Alarm:** Whether or not an audible alarm is to be sounded when a panic key is pressed.

Outputs

- **Type:** The general type of event that will trigger the output. These include "Area" (suite), "'Point", or "Function Key";

  Two-Zone Keypads: These units support output #1 only.

  Function keys: **Rem:** 8-zone keypad: ***ƒ*+1** or ***ƒ*+2**; Two-zone: ***+5**. These can be assigned as positive or negative—indicating whether the output will be set to +12V (positive) or 0V/Gnd (negative) when the function keys are pressed. Exception: 2-zone = Neg. (0V/Gnd) only.

  Area (Suite) **Siren** Applications: Use output #1 for this.

  'Toggle' Function: To have a function key 'toggle' the state of output #1 (only), use the following settings:

Type	Function	Delay
Function Key (Positive Logic)	Function Key 1 (or 2)	None

- **Point No.** (for 'point' type functions)**:** A specific point to be monitored for the "Function" selected below.
- **Function:** The specific event/action that will trigger the output;
- **Delay** (for function keys): Function keys can be set to either 'toggle' the state of the output (activate/deactivate), or to trigger the output for a set period of time (from 1 second to 1 week).

The maximum number of delayed function keys that can be set up for each panel is 35 (i.e., that are not set to 'toggle' or '1 second').

Doors, Readers, and Related Settings

If you change any value for a reader/door, this will cause that device to be reset to its default / scheduled state (this allows configuration updates to be managed properly). To check or re-set status aspects, refer to the "Door" status/control topic.

Introduction to Access-Controlled Doors

"Access-control" (who can go where and when) can be easily integrated into the system using door-control modules. This controlled access can be added for up to **32** doors per panel (with 1 or 2 readers per door).

Door capacity and type(s) of door controllers supported depends on your software licensing agreement, which is managed through the 'activation key' on the parallel (or USB) port of the server (or only) PC (and the licensing software provided).

Elevators: The door capacity is shared with elevators (max. 32 combined). Elevators also share the door numbering (and panel memory space), and will be listed along with the doors (editable under "Elevator" only).
Tip: You can define elevators at the end of the list, or click **[Filter]** on the toolbar to show only the numbers associated with doors.

Also See: Elevators (Lifts) and Associated Readers.

The entry-requirements for each reader / door can be configured to meet your specific requirements. As well, many items can be set to a rotating schedule, allowing different parameters to be in effect after-hours.

Two card types can be set up, allowing either Wiegand / Prox and Magstripe / barcode, or two types of Wiegand / Prox cards to be supported (at the same time) at each specific panel. For details on setting up the card/token format, refer to "System Card-Access Settings".

Wiegand-output reader keypads are supported for Card+PIN (and PIN-Only) entry modes and signalling duress. Matrix-style keypads (i.e., that require additional connections) are supported only via converted TDC and PDC door controllers.

To set up monitoring for an Entry/Exit door that is NOT electronically controlled for personnel access, refer to "Inputs—Monitored Sensors".

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Doors
In the Tree: Configuration (click the "+"), ⇨Doors (Under the specific panel group and panel--if listed in the 'tree'.) **Related Topic:** "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

- **Add a Door:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.

  Note: The door controller module must be already defined. For details, refer to "Expansion Modules".

  Tips: Check the 'Standard' and 'Reader' tabs for basic settings. (Additional tabs contain optional features.) You can copy all settings for a Door, and paste them into another one: Right-click the 1st one (a blank area if in 'Forms' view), and select **Copy**. Then, select a blank/new door from the list, right-click again, and select **Paste**. After 'pasting', change the name and any settings as desired.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Door:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam***.**
- **Delete a Door:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

Pick-Lists (bottom of the form)

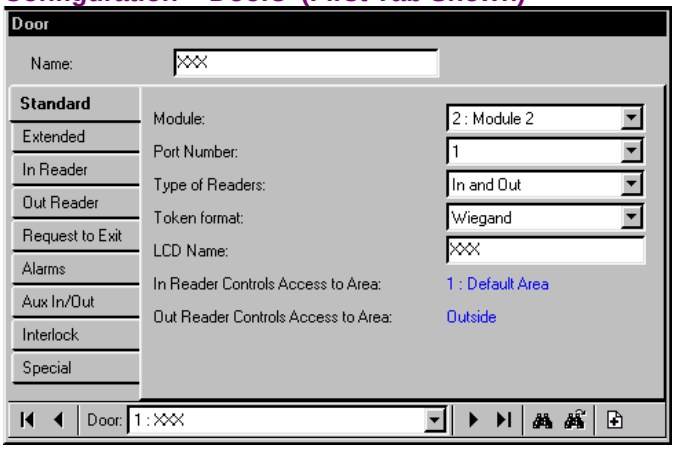
-**Panel Group** & **Panel** references (optional)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

- **Door:** This is where you select a door to view or edit. This area shows a reference number assigned by the system, and the name of the selected door, once defined;

If the Name is Shown as "Elevator" (and the form is blank): These screens are placeholders for elevators (click **[Filter]** on the toolbar to hide elevator references).

"Offset" values for each panel determine whether multi-**panel** sites will have consecutive versus repeating door numbers. For details, refer to the "Display Offsets" value under "System Panels and Displayed Item-Numbers".

Configuration ⇨Doors (First Tab Shown)



Top of The Form

- **Name:** A suitable name/location for the door;

🗀 Standard 🗀

- **Module:** The number (from the MODULE screen) for the door controller module associated with the specific reader/door.
- **Port Number:** Whether this is the 1st or 2nd door on the selected door-controller module;
- **Type of Readers:** This identifies whether there are one or two readers associated with this door ("In Only" vs. "In and Out");

Exception: For any door between two monitored areas, select "IN and Out" here, and set the area for the 2nd reader (even if it is not present). (Provides an 'entry delay' in both directions when the area(s) are armed.)

- **Token Format:** The card/token format associated with this door. Up to two card/token formats are supported for each panel, as defined through the System Access screen.

"Wiegand" pertains to cards/tokens for readers with Wiegand data-format (Wiegand, Proximity, etc.). Similarly, "Magstripe" pertains to cards for readers with magstripe output (magstripe, bar-code, etc.).

For details on setting up the card/token format, refer to "System Card-Access Settings".

- **LCD Name:** A shorter version of the name to be displayed at LCD keypads. This is assigned automatically, and can also be changed if desired (max. 12 chars., plain text).
- **Controls Access to Area**, and; **Out Reader Controls Access to Area:** This shows the area(s) associated with this door--as selected on the tab for each reader (to follow/below);

🗀 Extended 🗀

Unlock Time

- **Standard:** This is the duration that the door will unlock when access is granted for a typical entrant/user.
- **Challenged/Extended:** This is the duration that the door will unlock when access is granted for a user who is set for "Extended Delay/Challenged".

Auto Unlock

- **Schedule / "In Schedule" / "Out of Schedule":** The schedule and conditions required for the door to unlock automatically based on a schedule.

If a schedule is selected, the times 'Outside' of the schedule are treated in a similar manner to 'Inside' of the schedule. (For example: You can have the door unlocked inside of the active schedule, and also unlocked after-hours, but only if/when the area is also disarmed.)

To have the door simply re-lock at the closing time, set the "In Schedule" value as desired, and set the "Out of Schedule" value to "**Locked**".

To have the door unlocking follow the area arming-state only, set the schedule to "**None**", and "In Schedule" to either "**Area is Off**", or "**Area is Stay/Off**", as desired.

If you do **not** want the door to unlock automatically based on a schedule and/or the area arming-state, set the "Schedule" to "**None**", and the 'In Schedule' value to "**Locked**".

Circuit

With converted TDC/PDC door controllers, this setting does not apply.

- **Reader Tamper Circuit:** This is the type of circuit/wiring used with the reader tamper circuit for this door.

  Not Required: This disables the reader tamper input (i.e., the tamper input will not be monitored).

  Converted TDC/PDC Door Controllers: These units do not support dedicated/separate reader tamper monitoring.

- **Door Circuit:** This is the type of circuit/wiring used with the door contact for this door.

- **Process Reader Tamper as Input Point:** Future use.

Other

- **Door Arming Level:** The area arming levels for which the door is to be monitored.

  Tip: You may wish to use "Stay and On" with doors used to enter the facility, and "On Only" for all doors within the facility.

- **Bi-Colour LED Mode:** Select this if the reader at this door has a single bi-colour LED (instead of the two separate LEDs). This setting **must** also be used if an 'arming station' is present.

  Note: Arming-station wiring differs from other readers (ensure the proper installation instructions have been followed).

- **Entry Detect:** If selected (✓), persons will not be considered "In" the new area if they are granted entry, but do not open the door.

  Tip: This affects the in/out status of applicable users, and allows them to badge again to gain entry with antipassback turned on (see "Detect Antipassback", to follow / below).

  Related: Configuration ⇨Areas ⇨**Counting**🗀 and **Auto Arm**🗀.
  Note: This does NOT affect 'Activity' detection (Cfg.⇨Areas ⇨Activity🗀).

Reader 1 & 2 Settings for a Door

Defining a 'Required Attendance' Zone

For time and attendance reporting, a 'required attendance zone must be defined by setting the "Area" as "Outside" for all readers used to **exit** from this zone.

See the "Area" description for more information.

Note: For proper time and attendance tracking, there must be no other way to exit from the required-attendance area (all exit doors must have a reader).

🗀 In Reader 🗀
(and 'Out Reader'--if applicable)

Note: "In Reader" pertains to the **1st** (or only) reader for this door. "Out Reader" pertains to the **2nd** reader for this door (if applicable).

The second reader, and In/Out processing is NOT supported on the older (2-reader) version of the door controller module.

- **Access to Area:** This is the area associated with this reader (i.e., the area being **entered** when using this reader).

  Time and attendance reporting requires that all readers used to exit from the "required attendance zone" be set as "Outside".

  This will typically pertain to the interior readers on the perimeter of the facility, and may also include additional readers (such as that allow entry to a cafeteria or fitness room).

Card Mode

- **Schedule**, and **In / Out of schedule:** These settings specify the basic method that entrants will have to use to gain entry at this door—i.e., via access token with or without keying-in a PIN at the reader. If scheduled, different entry requirements can be selected for when the schedule is active versus outside of the chosen schedule.

  UID vs. Card Number: The system can be set to require a full card number instead of the user-ID number. (Wherever you see "UID", a card number would have to be entered instead.)
  Related Topic: Account-Wide Panel Settings (look for "**Setup**🗀", and then "**User Logon Mode**").

Card/PIN: "Card or PIN" means "Card-Only, or User-ID+PIN". With "Card+PIN", the card must be presented (does not allow UID+PIN).

Manual Disarming: For an armed area that is NOT set to 'Auto Disarm on Valid Token', the user will also have to access the alarm system and disarm the area. For details on the "Auto-Disarm" feature, refer to "Areas and Related Settings".

Reader Mode

- **Schedule**, and **In / Out of schedule:** These settings specify whether one user can enter, or if a second valid user (or designated 'escort') will be required to enter their Card/PIN as well. If scheduled, different entry requirements can be selected for when the schedule is active versus outside of the chosen schedule.

  Toggle Lock/Unlock (all vs. authorized) ≥V4.4: Causes the door to toggle from locked to unlocked (or vice-versa) when a card is accepted at this reader. "All" means it will work for any valid card. "Authorized" means this will work only for users with 'Door Control' authority.

  With "Dual Custody", two different users must present their card and/or PIN (and neither of them can be set as "Visitor--Escort Required").

  When set to "Escort", a valid 'escort' can also enter on their own by presenting their card/PIN twice. If visitor cards (set to require an escort) are presented, **visitor** escort processing will take over (e.g., with visitor processing, you can set the type of cards escorts can use). Users are defined as escorts (escort privilege) through their authority assignments.

  Related Topics:

  - Authorities, ⇨Profile 1-4🗀, ⇨Access🗀, ⇨**Escort Privilege**, and **Visitor (Escort Required)**. See: Authorities for Users / Entrants.
  - Type of Cards that can Escort Visitors: Under "Account-Wide Panel Settings", look for "Setup🗀", then "**Escort-Required Mode**".
  - Dual custody is also supported pertaining to the disarming of an area. For details, refer to "Areas and Related Settings".

Lockout

- **Schedule / Mode:** These settings specify whether all users are to be denied entry either while a selected schedule is active, or outside of the chosen schedule. **Tip:** To disable this feature, select "None" for the schedule.

  Users with 'Master Override' authority can enter while a 'lockout' is in effect. For details refer to the "Master Override" setting under "Authorities for Users/Entrants".

Miscellaneous

- **Arming Station:** Select this to identify an "arming station".

  An arming station includes a Wiegand reader with keypad, and supports additional functions for arming and disarming areas, adjusting the area closing time (worklate), etc. For details, refer to the User's Guide for your xL system (panel/LCD keypad).

  Note: Arming-station wiring differs from other readers (ensure the proper installation instructions have been followed).

- **Enable Class Checking:**

  Selected (✓): This selection is **required** if user-access to this reader is to be controlled based on time of day and/or door class. See **[Class Map]** to follow/below. Not Selected: Provides 24-hr access/egress to all valid cards regardless of the users' assigned schedule and door class authorities.

[Class Map]

- **Schedule, In / Out of schedule**, and **Class A/B/C:** These settings allow restricting access to only the users with specific door-class authority, and/or optionally blocking after-hours access to this specific reader (except users with 'Master Override' authority). If scheduled, a different set of door-class requirements can be selected for when the schedule is active versus outside of the chosen schedule.

  To block after-hours access to this reader, select "Out of Schedule" ⇨None. To remove class restrictions at this reader (without bypassing each user's assigned schedule), select A✓, B✓, C✓ for both "In Schedule" and "Out of Schedule".

  Related Settings:

  - User's door-class authorities and scheduling are set under: Authorities, ⇨Profile 1-4🗀, ⇨**Door Class🗀**. See: Authorities for Users / Entrants.

- **Group Number:** Similar to 'Door Class'. Each reader can be assigned a value here. Users can enter only if their assigned authority supports this group number.

- **Log APB Violation Only:** This will cause APB violations to be recorded, while allowing the person to enter.
- **Detect Antipassback:** This enables / disables the Antipassback feature for this reader.

  Antipassback (APB): A feature that blocks individual cards from being used to:

+ Re-enter the same area, or;

+ Re-enter the facility from 'outside', and/or;

+ (Optional): Enter other areas;

...Unless they are recorded as exiting first--i.e., each person must use their card/token at every reader they encounter (that is set to "Detect Antipassback"). **Tip:** This helps to protect against unauthorized card usage.

Note: Antipassback-controlled areas typically require an exit reader on each door.

Antipassback operation can be customized on an area-by-area basis. For details, refer to "Antipassback" under "Areas and Related Settings".

The antipassback status can be reset for a specific user, or for all users in a specific area (to allow their next entry or exit regardless of their previous APB status). For details, refer to "Resetting Users' Antipassback Status", and/or "Resetting the Antipassback Status for Users in a Specific Area" in the Control & Status Chapter.

[Card Action]

- **Card Action:** This is an optional feature that sets a reader to enable (enrol) or disable (invalidate) a selected type of cards when accepted by the reader. You can select whether or not the door will also unlock, and other parameters (to follow.)

  Blue Text: With a card-enrolment reader (i.e., "Enable Cards"), you can set whether **expired** and/or "**Enrolment Pending**" cards will be affected (Also see: 'Related Settings', after "Option"--to follow / below). The present selection for this will be shown in blue text. Application Tip: 'Expired' cards also includes cards that had been previously enabled for a set period of time.

  Access vs. Card Action vs. Denied: Valid cards that are not affected by the 'Card Action' will simply be granted access (i.e., the reader will operate like any other reader). This includes cards that are already valid (enrolment reader), and cards other than the selected 'Card Type'. Cards that are NOT authorized for this reader at this time (per user authorities), will be denied access, and the card-action will NOT occur.

- **Card Type:** The type of cards to be affected by an 'enable' or 'disable' card-action.

  Never: Normal operation (same as selecting "No Card Action");

  Escort-Required Users: Users with "Visitor (Escort Required)" authority (although an escort will not be needed for cards being enabled/disabled);

  Tip: To enforce the 'escort' requirement for visitors at an enrolment station, ensure "Unlock Door..." is NOT selected. The visitor can 'badge' once to enable the card initially, and then the visitor and escort can use their cards to gain entry as usual.

  Temporary Users: All cards that are set with an expiry date;

  All Users: All cards presented at this reader (with authority for its area).

- **Unlock Door on Card Action:** Whether or not the door will unlock (plus the associated 'access granted' message).

  Note: This setting applies only as part of a 'card action' taking place (i.e., the door always unlocks for cards simply being granted access).

- **Duration:** This determines how long the enabled cards can be used (from the moment they are activated).

  End of Today (Schedule 50): This allows enabling cards for the present day only--while schedule #50 is active ("in window"). If schedule #50 has no times set for the present weekday/date, the action will not occur.

  Note: Schedule #50 must be set up:
  Ref: (My Account) ⇨**Schedules**
  📖 Schedules for User Access and Area Automation

- **Option:** For 'disable' commands, "Duration" changes to "Option":

  Permanent: The cards will be disabled, and NOT set as "Pending Enrolment" (they can be re-enabled only if the account is set to "Ignore Pending Enrolment". (See 'Related Settings', to follow / below.

  Pending Enrolment: The cards will be set to allow future re-enrolment.

  (Permanent or Pending Enrolment) **: Auxiliary Output:** Each time a card is disabled, the auxiliary relay will be triggered. This can be used for a turnstile card-capture application. **Note:** The aux. relay must be set to "Door Opener" mode. The relay duration is set in the same screen.
  Locator (to follow / below):
  🗀Aux In/Out🗀, ⇨Auxiliary Output Relay.

Related Settings:

- Account Information, ⇨Setup🗀, ⇨Card Action **(Ignore Pending Enrolment)**.
  See: Account-Wide Panel Settings.
- Users, ⇨Validation🗀, ⇨**Pending Enrolment**, and **Invalid On**.
  See: Users (Entrants/Panel Users).
- Authorities, ⇨Profile 1-4🗀, ⇨Access🗀, ⇨**Visitor (Escort Required)**
  See: Authorities for Users / Entrants.

More Tabs

🗀 Request to Exit 🗀

Standard

- **Request to Exit Required:** Whether or not the RTE (REX) button on the door-controller module is being used.
- **Log Request to Exit:** Whether or not an activity message is to be recorded each time the RTE button is pressed.
- **Request to Exit Circuit:** This is the type of circuit/wiring used with the RTE (REX) circuit for this door.

Advanced

- **Special Request to Exit Processing on Panel:** This puts the main panel in control of the RTE processing (instead of the door controller). This is for 'interlocked' doors equipped with RTE buttons.
- **Do not unlock on Request to Exit (bypass door circuit only):** This is for a monitored door that does not have to be unlocked to exit (avoids false "Forced Entry" alarms).

  Tip: This can also be used with a motion sensor instead of an RTE button.

🗀 Alarms 🗀

Door Held/Forced Setup

- **Processing Required:** Whether or not this door is to be monitored for forced entry and/or being held open too long.
- **Door Held Open Time:** This is the length of time that the door can be held open (for a typical entrant/user) before it considered to be an alarm condition.
- **Challenged/Extended Held Open Time:** This is the length of time that the door can be held open before it considered to be an alarm condition--after access was granted for a user who is set for "Extended Delay/Challenged".
- **Door Forced/Held Buzzer Time** (≥V4.4)**:** Future Use. This sets the buzzer duration for door held open and forced entry alarms.

Held Open Alarm

- **Transmit / Sonalert / Siren:** The area arming levels for which a 'Door Held Open' alarm will be transmitted, and/or cause a local sonalert or siren to be sounded.

Forced Open Alarm

- **Transmit / Sonalert / Siren:** The area arming levels for which a 'Door Forced Open' alarm will be transmitted, and/or cause a local sonalert or siren to be sounded.

🗀 Aux In/Out 🗀

Auxiliary Input

- **Mode:** This specifies how the auxiliary input on this door-controller module is to be used (none, monitor mag. lock, or as an Exit/RTE (REX) button used to trigger a door opener).

  Process Panel as Input Point: Future Use. Allows the auxiliary input for this door to be reserved (at the module), defined, and configured as a regular system input point.

  Converted PDC door controllers do not support an auxiliary input.
- **Auxiliary Input Circuit:** This is the type of circuit/wiring used with the auxiliary input circuit for this door.

MagLock Alarm

- **Transmit / Sonalert / Siren:** The area arming levels for which a 'Mag Lock Bond Sense' alarm will be transmitted, and/or cause a local sonalert or siren to be sounded.

Auxiliary Output Relay

- **Mode:** Future Use. This specifies how the aux. output relay on the door-controller module is to be used (signal Door Held Open and Forced Entries, or to trigger an automatic door opener).

  Note: The "Door Opener" setting can alternatively be used with 'Card Disable' applications (e.g., turnstile card capture).

  Locator (previous/above):
  🗀In Reader🗀 (or out reader),
  ⇨[Card Action], ⇨(Card Action=Disable Cards;
  Option=... : Auxiliary Output).

  Panel Control: Future Use. Allows the auxiliary output relay for this door to be reserved (at the module), defined, and configured as a regular system output point.
- **Time:** This is length of time that the auxiliary relay on the door-controller module will remain energized each time it is triggered.

Interlock

- **Interlock Required / With / Delay:** With "Interlock Required", all users will be denied access until all of the (up to 3) other doors selected here have been closed (and relocked) for the selected "Delay" time-period.

Tip: This allows limiting the number of persons who can enter in close proximity, and/or the speed at which persons can enter a specific area.

Special

- **Detect Wandering Patient:** Select this for an exterior door, or other area of concern where unauthorized (and/or infirm) patients are to be detected.

With this application, user 'access tokens' will typically be a wireless wristband (with appropriate detection in the door frame).

When a 'wandering patient' approaches, an alarm will be triggered, and the door can optionally lock as they approach (see next setting). As well, hospital staff can be given the authority to cancel the alarm by presenting their (applicable/compatible) token at this door.

To assign 'wandering patient' status, or provide the authority to reset associated door alarms, refer to the "Special Attributes" selections under "Authorities for Users/Entrants".

- **Lock Door on wandering patient Detected:** With the "Detect Wandering Patient" selection, this causes the door to lock when a 'Wandering Patient' is detected. (See the preceding setting, notes, and references.)
- **In/Out Station:** This applies to a reader being used to log cardholder arrivals and departures (e.g., a time-clock application).

With this feature, the reader will not be associated with an access-controlled door.

- **Turnstile:** Select this for a turnstile that is being used with anti-passback and 'escort-required' users. (APB will be ignored for the escort--allowing them to badge again to gain entry.)

Related: • In Reader ⇨"**Detect Antipassback**", previous/above; • Account Information ⇨Setup ⇨"**Escort-Required Mode**"; • Authorities ⇨"**Escort Privilege**", and "**Visitor (Escort Required)**".

- **Do not Lock on Door Closure:** Future Use. The door will not relock until the 'momentary unlock' time expires.
- **Force Buzzer Clears on Door Closure:** Future Use.
- **Insertion Reader:** Future Use.

About Video Events

Video events are specific events pertaining to input points and doors that have been associated with recordings from one or two specific camera(s). These appear with a camera symbol on the left in the event monitoring window.

Clicking the camera symbol allows viewing the recording for that camera at the time of the event. If a video that coincides with the event is available, it will open and start playing automatically starting at the time of the triggering event

Note: Playback for video events is NOT supported for March R4 DVRs.

Video Events

Note: This tab will appear only if at least one camera is presently defined.
Also See: Setting up Video Events".

First Camera

- **Select Camera:** This allows selecting the first (or only) camera to be associated with specific events from this door.
- **Alarm / Granted / Denied:** Allows selecting the type of events from this door that will be associated with the selected camera.

Second Camera

- **Select Camera:** This allows selecting a second camera to be associated with specific events from this door. This allows for a second camera-angle for video-events pertaining to this door.
- **Alarm / Granted / Denied:** Allows selecting the type of events from this door that will be associated with the second camera.

Elevators (Lifts) and Associated Readers

If you change any value for an elevator/lift, this will cause that device to be reset to its default / scheduled state (this allows configuration updates to be managed

properly). To check or re-set status aspects, refer to the "Elevator" status/control topic.

Introducing Access-Controlled Elevators

With access-controlled elevators, floor call-buttons are disabled until an authorized person presents their access card. When the card is presented, the specific floors for that person will become available.

Each system can include up to **32** elevators, and a total of up to **124** access-controlled floors.

Exception: The elevator capacity is shared with doors (max. 32 combined). Doors also share the elevator numbering (and panel memory space), and will be listed along with the doors (editable under "Door" only).

Tip: You can define elevators at the end of the list, or click **[Filter]** on the toolbar to show only the numbers associated with elevators.

Panel/Firmware Revision: Support for elevators and controlled floor-access requires V3.0 panel firmware. **Recommended:** ≥**V3.2** panel firmware, and ≥**V1.5** elevator controller firmware.

Feature-Set and Licensing: Support for elevators requires a 'feature-set' selection of **5** or higher (via Enterprise software licensing).

For details, refer to "Account-Wide Panel Settings", and "Software Activation and Licensing".

Floor Wiring and Set-Up: Floor relays must be wired in the same relative order for all elevators, and then defined in the same order (such as lowest to highest). To define system floors, refer to the floor configuration topic (to follow).

The access-requirements for each elevator reader can be configured to meet your specific requirements. As well, many items can be set to a rotating schedule, allowing different parameters to be in effect after-hours.

For details on setting up the card/token format, refer to "System Card-Access Settings".

Wiegand-output reader keypads are supported for Card+PIN (and PIN-Only) entry modes and signalling duress. Matrix-style keypads (i.e., that require additional connections) are **not** supported for elevators.

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Elevators

In the Tree: Configuration (click the "+"), ⇨Elevators (Under the specific panel group and panel--if listed in the 'tree'.) **Related Topic:** "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

- **Add an Elevator:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.

  Note: The elevator controller module must be already defined. For details, refer to "Expansion Modules".

  Tips: Start with the 'Standard' tab, and then view any additional topics of interest. You can copy all settings for an elevator, and paste them into another one: Right-click the 1st one (a blank area if in 'Forms' view), and select Copy. Then, select a blank/new elevator from the list, right-click again, and select Paste. After 'pasting', change the name and any settings as desired.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for an Elevator:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*****.
- **Delete an Elevator:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

Pick-Lists (Bottom of the Form)

-Panel Group & **Panel** references (optional)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

- **Elevator:** This is where you select an elevator to view or edit. This area shows a reference number assigned by the system, and the name of the elevator, once defined;

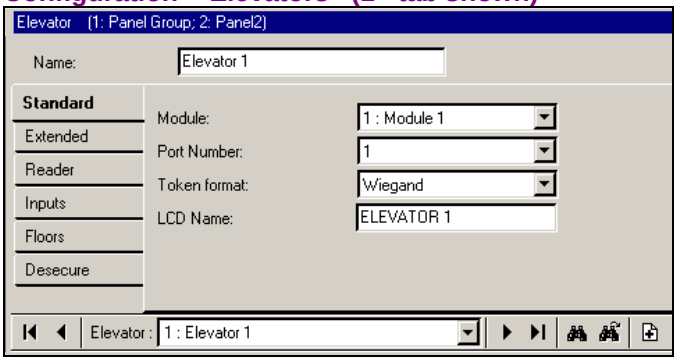
If the Name is Shown as "Door" (and the form is blank): These screens are placeholders for doors (click **[Filter]** on the toolbar to hide door references).

"Offset" values for each panel determine whether multi-**panel** sites will have consecutive versus repeating elevator/door numbers. For details, refer to the "Display Offsets" value under "System Panels and Displayed Item-Numbers".

Top of the Form

- **Name:** A suitable name/location for the elevator (lift) cab;

Configuration ⇨Elevators (1st tab shown)



🗀 Standard 🗀

- **Module:** The number (from the MODULE screen) for the elevator controller module associated with the elevator cab.
- **Port Number:** Whether this is the 1st or 2nd elevator on the selected elevator-controller module;
- **Token Format:** The card/token format associated with this elevator (lift) cab. Up to two card/token formats are supported for each panel, as defined through the System Access screen.

"Wiegand" pertains to cards/tokens for readers with Wiegand data-format (Wiegand, Proximity, etc.). Similarly, "Magstripe" pertains to cards for readers with magnetic-stripe output (magstripe, bar-code, etc.).

For details on setting up the card/token format, refer to "System Card-Access Settings".

- **LCD Name:** A shorter version of the name to be displayed at LCD keypads. This is assigned automatically, and can also be changed if desired (max. 12 chars., plain text).

🗀 Extended 🗀

- **Bi-Colour LED Mode:** Select this if the reader at this door has a single bi-colour LED (instead of the two separate LEDs).

Note: Arming-stations are not supported in elevator cabs.

- **Insertion Type Reader:** Ensures the access card is not read more than once when inserted and removed.
- **Floor Button Monitor:** Whether or not other call buttons are to be disabled when a floor is selected (requires call-button-reporting wiring between the elevator unit and our floor relay board).
- **Floor Button Enabled Time:** This is the duration that the allowed floor call-buttons will be available after a valid card is presented at the reader in the elevator (lift) cab.
- **Tamper Circuit:** The type of circuit/wiring associated with the reader tamper input/sensor. ("Not Required" means this connection is not being used/monitored.)

🗀 Reader 🗀
(Elevator (Lift) Reader Settings)

- **In Area:** This is the area associated with this elevator cab.

Time and attendance reporting requires that all readers used to exit from the "required attendance zone" be set as "Outside".

This will typically pertain to the interior readers on the perimeter of the facility, and may also include additional readers (such as that allow entry to a cafeteria or fitness room).

Elevator Area: It is best to set up unique area(s) for use with elevators and the associated access hallways. This allows the authority to control elevators and floors to be separated from other features, and also helps to identify activity/alarm messages pertaining to elevator readers. (The authority to control elevators and floors pertains to the "Door Control" authority selection for the specific area.)

To create a new area, and set up its operating characteristics, refer to "Areas and Related Settings".

For details on user authorities, refer to "Authorities for Users/Entrants".

Card Mode

- **Schedule**, and **In / Out of schedule:** These settings specify the basic method required to satisfy the elevator reader—i.e., present access token and/or enter a PIN at the keypad. If scheduled, different access requirements can be selected for when the schedule is active versus outside of the chosen schedule.

  UID vs. Card Number: The system can be set to require a full card number instead of the user-ID number. (Wherever you see "UID", a card number would have to be entered instead.)
  Related Topic: Account-Wide Panel Settings (look for "**Setup**🗀", and then "**User Logon Mode**").

  Card/PIN: "Card or PIN" means "Card-Only, or User-ID+PIN". With "Card+PIN", the card must be presented (does not allow UID+PIN).

  Manual Disarming: For an armed area that is NOT set to 'Auto Disarm on Valid Token', the user will also have to access the alarm system and disarm the area. For details on the "Auto-Disarm" feature, refer to "Areas and Related Settings".

Reader Mode

- **Schedule**, and **In / Out of schedule:** These settings specify whether one user can enter, or if a second valid user (or designated 'escort') will be required to enter their Card/PIN as well. If scheduled, different entry requirements can be selected for when the schedule is active versus outside of the chosen schedule.

  With "Dual Custody", two different users must present their card and/or PIN (and neither of them can be set as "Visitor--Escort Required").

  When set to "Escort", a valid 'escort' can also enter on their own by presenting their card/PIN twice. If visitor cards (set to require an escort) are presented, **visitor** escort processing will take over (e.g., with visitor processing, you can set the type of cards escorts can use). Users are defined as escorts (escort privilege) through their authority assignments.

  Related Topics:

  - Authorities, ⇨Profile 1-4🗀, ⇨Access🗀, ⇨**Escort Privilege**, and **Visitor (Escort Required)**. See: Authorities for Users / Entrants.
  - Type of Cards that can Escort Visitors: Under "Account-Wide Panel Settings", look for "Setup🗀", then "**Escort-Required Mode**".
  - Dual custody is also supported pertaining to the disarming of an area. For details, refer to "Areas and Related Settings".

Lockout

- **Schedule** and **Mode:** These settings specify whether all users are to be denied access either while a selected schedule is active, or outside of the chosen schedule. **Tip:** To disable this feature, select "None" for the schedule.

  Users with 'Master Override' authority can access floors while a 'lockout' is in effect. For details refer to the "Master Override" setting under "Authorities for Users/Entrants".

Miscellaneous

- **Enable Class Checking:**
  Selected (✓): This selection is **required** if user-access to this reader is to be controlled based on time of day and/or door class. See **[Class Map]** to follow/below. Not Selected: Provides 24-hr access to the user's assigned floors (ignores the users' assigned schedule and door class authorities).

[Class Map]

- **Schedule, In / Out of schedule**, and **Class A/B/C:** These settings allow restricting access to only the users with specific door-class authority, and/or optionally blocking after-hours access to this specific reader (except users with 'Master Override' authority). If scheduled, a different set of door-class requirements can be selected for when the schedule is active versus outside of the chosen schedule.

  To block after-hours access to this reader, select "Out of Schedule" ⇨None. To remove class restrictions at this reader (without bypassing each user's assigned schedule), select A✓, B✓, C✓ for both "In Schedule" and "Out of Schedule".

  Related Settings:

  - User's door-class authorities and scheduling are set under: Authorities, ⇨Profile 1-4🗀, ⇨**Door Class**🗀. See: Authorities for Users / Entrants.
- **Group Number:** Similar to 'Door Class'. Each reader can be assigned a value here. Users can access floors through this elevator

(lift) cab only if their assigned authority supports this group number.

- **Log APB Violation Only:** This will cause APB violations to be recorded, while allowing the person to enter.
- **Detect Antipassback:** This enables / disables the Antipassback feature for this reader.

Antipassback (APB): A feature that blocks individual cards from being used to:

+ Re-enter the same area, or;

+ Re-enter the facility from 'outside', and/or;

+ (Optional): Enter other areas;

...Unless they are recorded as exiting first--i.e., each person must use their card/token at every reader they encounter (that is set to "Detect Antipassback"). **Tip:** This helps to protect against unauthorized card usage.

Notice: Antipassback pertaining to elevator controllers is generally used only in special applications where the floor relays are used to control access to a set of doors instead of an elevator and its associated floor call-buttons.

Note: Antipassback-controlled areas typically require an exit reader on each door.

Antipassback operation can be customized on an area-by-area basis. For details, refer to "Antipassback" under "Areas and Related Settings".

The antipassback status can be reset for a specific user, or for all users in a specific area (to allow their next entry or exit regardless of their previous APB status). For details, refer to "Resetting Users' Antipassback Status", and/or "Resetting the Antipassback Status for Users in a Specific Area" in the Control & Status Chapter.

Inputs

- **Fire Required** and **Fire Circuit:** Whether or not the "Fire" input is being used, and the type of circuit/wiring associated with it.
- **Bypass Required** and **Bypass Circuit:** Whether or not the "Bypass" (manual override) input is being used, and the type of circuit/wiring associated with it. (Triggering the bypass input enables the call button for all floors for this elevator.)
- **Panic Required** and **Panic Circuit:** Whether or not the "Panic" input is being used, and the type of circuit/wiring associated with it. This input triggers a "panic"-type of alarm.
- **Floor Button to Enable:** This identifies the action to occur in the event of a fire (enable a floor call-button, all floors, etc.).

Floors

- This screen lists all defined floors in the system. Under "Control Access To", select the ones that can be accessed from this elevator (lift) cab. (i.e., that are physically connected.)

Tip: The floor relay board number/address, and relay numbers are listed for your convenience.

Attention: Floors need to have been defined in the same relative order as per the common relay-wiring order for all elevator cabs (such as from lowest to highest). To define system floors, refer to the floor configuration topic (to follow).

Desecure

Cab Desecure Schedule

- **Schedule:** This is a schedule to determine the times when an access card will be required to use the floor call-buttons.

To define a schedule, refer to "Schedules for User Access and Area Automation".

- **Mode:** Whether free access to floors is to be provided inside or outside of schedule chosen above (if applicable).

Communication Fail

- **Fallback Mode:** Cards to be granted access if the elevator controller module is unable to communicate with the main panel database::Elevator
  - **None:** No cards/tokens accepted;
  - **Valid Token Format:** All readable cards/tokens accepted;
  - **Valid Site Code:** All cards/tokens with the correct site code will be granted access;
  - **10 Fall-back Users:** Only the users who are assigned as 'FallBack Users'. For details, refer to "Fall-Back Users...".
- **Desecure on Comms Fail:** Whether or not all floor call-buttons are to be enabled whenever the elevator controller or floor relay board has lost communications.
- **Relay Off When Desecure:** This sets the normal physical state of the floor selection relays.

☑ = Relays normally powered (held open), and powered down only when access to floors is allowed (and during power failure);

☐ = Relays normally de-energized (closed), and energized only when access to floors is allowed. (No floor access during power failure).

Wiring: Relays will typically be wired differently based on this setting:

☑ Requires COM – N/**C** wiring;

☐ Requires COM – N/**O** wiring.

Elevator controller floor selection relays must also be wired to the floor call buttons in the same relative order for **all** elevator (lift) cabs (such as from lowest to highest accessed). The floors must then be entered in the same order overall (such as from lowest to highest). To set up floors, refer to the floor configuration topic.

Floors (Pertaining to Access-Controlled Elevators / Lifts)

If you change the name or other setting for a floor, this will cause that floor to be reset to its default / scheduled state (this allows configuration updates to be managed properly). To check or re-set the floor state (secure vs. desecure), refer to the "Floor" status/control topic.

Access-Controlled Floors

Systems with elevator controllers can include up to 124 access-controlled floors. These can be in a single building, or the total number of floors between multiple buildings.

Each system supports up to 32 elevator cabs (max. 32 doors plus elevators in total). To set up an elevator and its associated reader, refer to "Elevators (Lifts) and Associated Readers".

Panel/Firmware Revision: Support for elevators and controlled floor-access requires V3.0 panel firmware. **Recommended:** ≥**V3.2** panel firmware, and ≥**V1.5** elevator controller firmware.

Feature-Set and Licensing: Support for elevators and floors requires a 'feature-set' selection of **5** or higher (via Enterprise software licensing).

For details, refer to "Account-Wide Panel Settings", and "Software Activation and Licensing".

Wiring: Elevator controller floor selection relays must be wired to the floor call buttons in the same relative order for **all** elevator (lift) cabs (such as from lowest to highest accessed). The floors must then be entered here in the same order overall (such as from lowest to highest). For an elevator setting that also affects floor relay wiring, look for the "Relay Off When Desecure" setting under "Elevators (Lifts) and Associated Readers".

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Floors

In the Tree: ***YourAccount*,** ⇨Floors.

Note: This screen uses a custom grid view. (Forms view does not apply here.)

Things You Can Do

- **Add a Floor:** Click within the name field for a blank/grey floor-row in the table, and enter your desired name.

  Attention: Floors must be entered in the same relative order as per the floor-selection relay wiring for all elevators (such as from lowest to highest).
- **View/Change an Existing One:** Scan the list to view or change settings as desired.
- **Delete a Floor:** Right-click the item in the list, and select "**Delete**". When prompted to confirm, select Yes.

  Before Deleting: Only unused floors can be deleted. (Issue reports, OR go to the screens for **Elevators**, user **authorities**, and **suite-security keypads**, select grid view, and check for the specific floor.)

  Related Topic(s):
  - Reporting on Users, System/Device Settings, etc.;
  - Working with the Report Viewer

- **Building Name:** A suitable description for the building or complex;
- **Floor:** The first column contains a description for each floor. (Click within the name field, and type a suitable name);

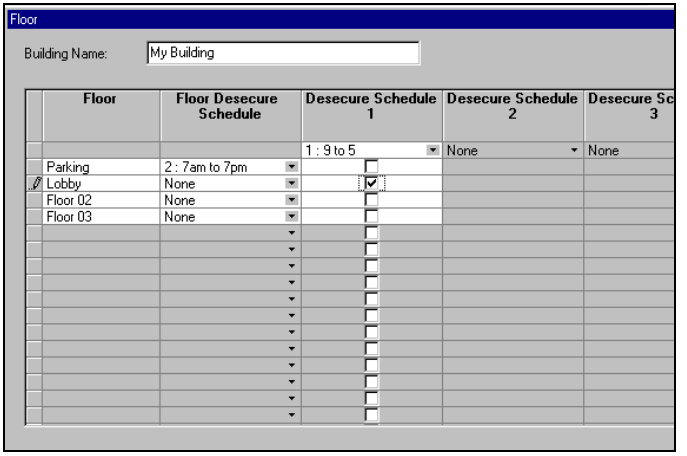
  To change the name for a floor, select the present name, and enter the new name. The top cell in this column does not pertain to a floor.

  Sort Order: To maintain proper order wherever floors are sorted by name, be sure to select names accordingly (e.g., "15 Terrace", "14 Acme Offices", ..."01 Parking2").
- **Floor Desecure Schedule:** This allows assigning individual schedules to floors (for finer control than the next field provides). (Select a schedule here if desired and/or refer to the next field.)

  Note: If more than one schedule is selected for a floor, free access to the floor will be provided during all times covered by any (one or more) of the schedules.
- **Desecure Schedule 1/2/3:** These columns allow selecting up to three schedules during which free access will be provided to any floors selected. (Select a schedule at the top, and then click each floor to be associated with that schedule.)

  Access to all floors from a specific elevator (lift) cab can also be scheduled if desired. For details, refer to "Elevators (Lifts) and Associated Readers".

***YourAccount* ⇨Floors**



Input Capacity Detail:

ISM (square mainboard): 128 (120 external to the main panel). All of these can be wireless if keypads are set to zero each.

xL (narrow mainboard): 256 (all can be external / wireless if the main panel and keypads are set to 0 each).

Also See:
- Expansion Modules (**I/O** tab, then "Inputs:")
- System Settings for each Panel (**I/O Mapping** tab)

The point reset time is set globally for each account.
Related: ⇨Account Information, ⇨Setup, ⇨"Point Reset Time"
📖 Account-Wide Panel Settings

Emergency Keys: The first 3 inputs on system keypads pertain to the built-in emergency keys rather than external sensors.

Door Controllers and Suite-Security Keypads: These devices have built in dedicated inputs that are set up directly under "**Doors**" or "**Suite Security**".

Input Points—Monitored Sensors

Input Points and Related Settings

Input points are the system's way of monitoring devices that detect smoke, motion, door/window openings etc. in each area. The Input Point screen allows fine-tuning basic monitoring characteristics, identifying the area the sensor is in, and whether or not it is on the perimeter of that area.

Many pre-defined input point types are provided, in addition to custom input point types for fine tuning the monitoring characteristics to meet your specific requirements.

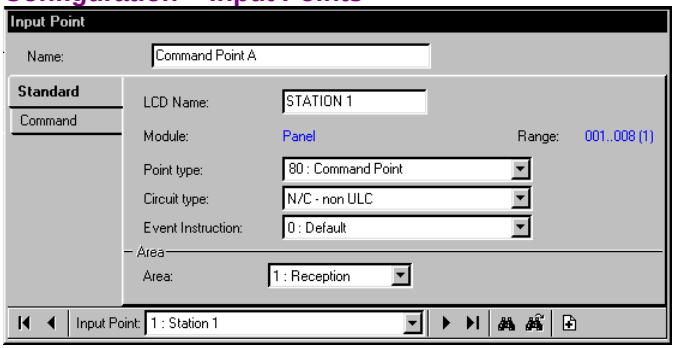
Custom point-types also allow setting up:
- "Command Points"--allowing a button or sensor to command a device (e.g., area, door) on any/all panels;
- Extended-delay sensors;
- Vault/Safe input-points;
- Guard-tour points (for guard-tour stations);
- Area arm/disarm keyswitches, and;
- Work-late buttons.

To set up custom input point types, refer to "Input Points—Custom Point Types".

The system also supports 'Equipment' settings which can be thought of as 'pseudo' or 'internal' input points. (For details, refer to the preceding topic.)

Note: Input points associated with certain types of modules (HSC, Smart, and RF / wireless) require additional programming locally, through a system keypad. For details, refer to the commissioning or hardware guide for your system.

Configuration ⇨Input Points



How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Input Points

In the Tree: Configuration (click the "+"), ⇨Input Points (Under the specific panel group and panel--if listed in the 'tree'.)

Related Topic: "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

- **Add an Input Point:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for an Input Point:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*****.
- **Delete an Input Point:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Before Deleting: Input points can be deleted only if NOT referenced by a programmable output. (Issue an output point report, OR go to the **Output Points** configuration screen, select grid view, and check for the specific input point.)

Related Topic(s):
- Reporting on Users, System/Device Settings, etc.;
- Working with the Report Viewer

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

Pick-Lists (Bottom of the Form)

-Panel Group & **Panel** references (optional; bottom of the form)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

- Input Point (bottom of form)**:** This is where you select an input-point to view or edit. This area shows a reference number assigned by the system, and the name of the selected 'input', once defined;

The input-point numbers are assigned by the system when a module (POD) that supports input points is set up. The number assigned to each input-point is based on the module installation order, and the number of input-points supported by (reserved for) each module.

Tip: The "Module" and "Range" settings show the device associated with the input-point, and the range of input-points for that device.

"Offset" values for each panel determine whether multi-**panel** sites will have consecutive versus repeating input-point-numbers. For details, refer to the "Display Offsets" value under "System Panels and Displayed Item-Numbers".

Top of the Form

- **Name:** A suitable description for the input point indicating its location and/or usage, etc.

Standard

- **LCD Name:** A shorter version of the name to be displayed at LCD keypads. This is assigned automatically, and can also be changed if desired (max. 12 chars., plain text).

  Command Points: For input points set as "Point Type: Custom Type: **Command Point**", the LCD name will be replaced with point-command data, and will not be editable.

- **Module:** This is "Panel" (a system panel) or the module/POD associated with the specific input point number.

- **Range:** This is the total range of input point numbers associated with the specific module/POD (as defined by the software when each module is set up).

  Tip: The number in brackets, such as "(1)", pertains to the location of the physical input-point connection on the specific module.

- **Point Type:** The type of sensor and/or the type of monitoring to be used with this point (E/E door, PIR, etc.), and to identify the input points that are on the perimeter of an area. The selections include many pre-defined types, plus 'custom types 80-99' that can be set up manually. **Tip:** Pause the mouse cursor over a point-type in the list to view its associated characteristics.

  To set up a garage/extended-delay input, or other custom type of sensor, refer to "Input Points--Custom Point Types".

  EE Door: This pertains to entry/exit doors that are monitored by the system, but **not** electronically controlled for personnel access. To set up an access-controlled door (and its dedicated inputs), refer to "Doors, Readers, and Related Settings".

  FAP Timing: False alarm prevention inputs are ignored unless triggered continuously for 10 seconds, or if any (same/other) FAP sensor is tripped within 20 minutes. Note: If the 2nd sensor is **not** FAP, this will trigger an alarm on its own (at any time).

  Similar to physical items in a system, custom point-types pertain to an individual panel.

- **Circuit Type:** The type of circuit/wiring used with the input point / sensor;

  Director ≥V4.4: Input points associated with newer-style modules use custom input circuits. (Related links follow).

  • Configuration, ⇨Input Points, ⇨**Custom Circuit**
  📖 Custom Circuit-Types for Input Points

  Fire Panels with Removable Terminal Blocks: Form C -- Dual EOL wiring/supervision is required by ULC (Canada), and recommended for all installations. The actual wiring must also match the selection here.

- **Event Instruction:** This allows assigning instruction text to appear in the comment/resolution screen when an operator is acknowledging an alarm from this sensor (input point);

  Note: To be available here, instructions must be defined first:
  Ref: Account Information ⇨**Event Instruction**
  📖 Alarm / Event Instructions

  Instructions Associated with Specific Event Messages: An instruction can also be associated with specific types of event messages (although the instruction selected here will take precedence--where applicable).
  Ref: Account Information ⇨**Event Priority**
  📖 Customizing How Events are Displayed (Event Priority)

Area

- **Area:** The area that this point is associated with (for doors adjoining two areas, see the next item);

- **Buffer Area** (EE Door points)**:** Where a door adjoins two areas, select the second area here. The system will apply appropriate entry/exit delays whenever only one of the two areas is fully armed (ON).

Command

This allows a button or sensor to command an aspect or device for any (or all) panels in an account. This tab appears only if the 'Point Type' (previous/above) is a 'custom type' set as a 'command point'.

Related Settings: Configuration, ⇨**Custom Point Types**.
See: Input Points—Custom Point Type (to follow).

Tip: For additional operating details, refer to "Notes / Attention" at the end of this section.

- **Command Type:** Whether the command is to affect area(s), door(s), or system (panel-wide) aspects.

  Tip: Select a command type, and then look under "Command" to see the available choices.

- **Command:** The specific action to occur when the sensor/input is tripped.

Items separated with a slash (/): This performs a 'toggle' operation between the indicated states each time the sensor/input is tripped.

(Force and Exit Delays): Exit delays means the affected areas will get an exit delay warning rather than arming immediately. Force (short for 'force arm') means if a point is insecure, the area still arms, and then the point will be reported as 'In Alarm').

Remote RTE: Momentary unlock using the standard duration.

Challenged RTE: Momentary unlock using the extended/challenged duration.

📖 Pertaining to Bad Card/PIN: Refer to **Bad Card/PIN** 🗀 under "Account-Wide Panel Settings".

📖 Pertaining to User Count and Area Activity: Refer to **Counting** 🗀 and **Activity** 🗀 in the 'Area' configuration topic.

Various/Other: See the command lists at the end of "Maps and Video (Visual Monitoring & Status/Control)".

- **Multiple Panel Command:** Whether or not the command is to affect all panels in the specific account (versus selecting a specific panel).

  Note: For area and door commands, this would typically be used with the "All" selection. (If you select a specific door or area number, the command will affect that area/door **number** for **all** panels).

- **Area / Door:** For area and door commands, select the target item here.

  Without Multiple Panel Command: This lists areas or doors for each panel (in the panel-order as shown in the 'tree').

  With Multiple Panel Command: This lists area/door numbers (or "All"), and will affect all panels in the account.

- **Panel:** For a single-panel command, select the panel here.

Blue Text at the Bottom

This shows a reminder of the your selected command, and the selected panel (if applicable).

Tip: If a panel is NOT shown, this means the command will affect all panels (i.e., a 'multi-panel command').

Notes / Attention:

- Multi-panel and cross-panel commands are routed through the Director software. As such, the source and target panels **must** be communicating with the Director software when the input/button is tripped.
- Other than issuing the specific action, command-points are monitored only for 'Tamper' conditions (re: **Transmit**, **Sonalert**, and **Siren**).
- Command Points are fixed as 'Supervisory'.

Related Settings: Configuration, ⇨**Custom Point Types**.

See: Input Points—Custom Point Type (to follow).

About Video Events

Video events are specific events pertaining to input points and doors that have been associated with recordings from one or two specific camera(s). These appear with a camera symbol on the left in the event monitoring window.

Clicking the camera symbol allows viewing the recording for that camera at the time of the event. If a video that coincides with the event is available, it will open and start playing automatically starting at the time of the triggering event.

Note: Playback for video events is NOT supported for March R4 DVRs.

🗀 Video Events 🗀

Note: This tab will appear only if at least one camera is presently defined.

Also See: Setting up Video Events".

First Camera

- **Select Camera:** This allows selecting the first (or only) camera to be associated with alarms pertaining to this sensor (input point).
- **Alarm:** Sets whether or not alarms from this sensor/input point will be associated with the selected camera.

Second Camera

- **Select Camera:** This allows selecting a second camera to be associated with alarms from this sensor/input point. This allows for a second camera-angle for video-events pertaining to this sensor/input point.
- **Alarm:** Sets whether or not alarms from this sensor/input point will be associated with the second camera.

Input Points—Pre-Defined Sensor Types

Burglary Points:

Type	Arming Level	Preprocess	Class	By-pass	Chime	Tx Off	Tx Stay	Tx On	SonIrt Off	SonIrt Stay	SonIrt On	Siren Off	Siren Stay	Siren On
Entry Door	Perimtr	Door (area 1)	Burg	--	✓	--	✓	✓	--	✓	✓	--	✓	✓
Entry Route	12hr	E/E Route	Burg	✓	--	--		✓	--		✓	--	--	✓
Perimeter	Perimeter	Immed	Burg	✓	✓	--	✓	✓	--	✓	✓	--	✓	✓
Interior Motion	12hr	Immed	Burg	✓	--	--		✓	--	--	✓	--	--	✓
FAP - Motion	12hr	FAP	Burg	✓	--	--		✓	--	--	✓	--	--	✓
Day Warning	24hr	Immed	Burg	✓	--	--		✓	✓	✓	✓	--	--	✓
24hr Burglary	24hr	Immed	Burg	✓	--	✓	✓	✓	✓	✓	✓	✓	✓	✓

Life/Safety Points:

Type	Arming Level	Preprocess	Class	By-pass	Chime	Tx Off	Tx Stay	Tx On	SonIrt Off	SonIrt Stay	SonIrt On	Siren Off	Siren Stay	Siren On
Fire - A	24hr	Immediate	Fire-A			✓	✓	✓	✓	✓	✓	✓	✓	✓
Fire	24hr	15s delay	Fire			✓	✓	✓	✓	✓	✓	✓	✓	✓
Fire	24hr	Immediate	Fire			✓	✓	✓	✓	✓	✓	✓	✓	✓
Hold-up	24hr	Immediate	holdup			✓	✓	✓						
Aux Alert	24hr	Immediate	Emerg			✓	✓	✓	✓	✓	✓	✓	✓	✓

Supervisory Points:

Type	Arming Level	Preprocess	Class	By-pass	Chime	Tx Off	Tx Stay	Tx On	SonIrt Off	SonIrt Stay	SonIrt On	Siren Off	Siren Stay	Siren On
Supervisory	24hr	Immediate	Spvsr	✓		✓	✓	✓	✓	✓	✓			

Local Points:

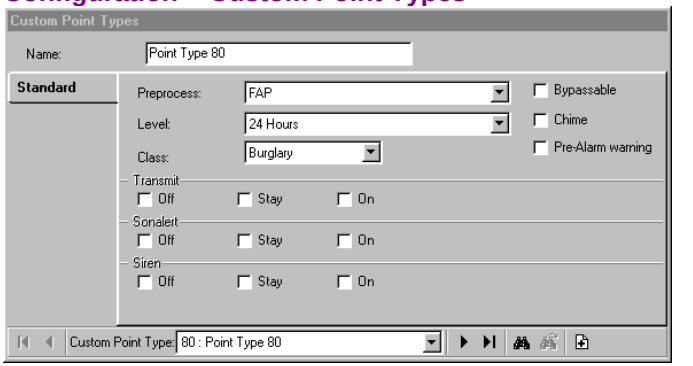
Type	Arming Level	Preprocess	Class	By-pass	Chime	Tx Off	Tx Stay	Tx On	SonIrt Off	SonIrt Stay	SonIrt On	Siren Off	Siren Stay	Siren On
Local - 24hr	24hr	Immed	Burg	✓					✓	✓	✓	✓	✓	✓
Local-Stay&On	Perimeter	Immed	Burg	✓	✓					✓	✓		✓	✓
Local-Stay2 & ON	Perimeters	Immed	Burg	✓	✓						✓			✓
Local - ON only	12 hr	Immed	Burg	✓	✓						✓			✓

Legend:

- The 'Class' setting determines the type of alarm message to be transmitted;
- Bypass means whether or not the input point will be bypassable;
- Chime pertains to whether or not the triggering of the input will cause audible tones at keypads in the area (normally used with Entry points/routes to let you know that someone has entered);
- Tx Off, Stay, and On pertain to the arming levels for which activation of the input point will cause an alarm to be transmitted to the monitoring station;
- Sonlrt Off, Stay, and On pertain to the arming levels for which activation of the input point will cause keypad 'sonalerts' in the area to be sounded for one second.
- Siren Off, Stay, and On pertain to the arming levels for which activation of the input point will cause siren outputs in the area to be sounded.

Input Points—Custom Point Types

Configuration ⇨Custom Point Types



Custom Input Point Types

In addition to the extensive list of pre-defined point types, custom input point types can be set up to tailor input-point characteristics to meet your specific needs. Once defined, these are referred to as Point Types 80-99.

Custom point types allow setting up:
• Garage/extended-delay sensors; • Vault/safe inputs; • Command Points; • Activity-monitoring inputs; -- plus special functions including: • Guard tour" checkpoints (stations); • WorkLate" buttons; • Area arm/disarm keyswitch.

As with doors, points, etc., custom point-types pertain to an individual panel, and must be set up for each panel requiring the selected input-monitoring characteristics.

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Custom Point Types
In the Tree: Configuration (click the "+"), ⇨Custom Point Types (Under the specific panel group and panel--if listed in the 'tree'.) **Related Topic:** "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

- **Add a Custom Point Type:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for a Custom Point Type:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam*****.
- **Delete a Custom Point Type:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

  Before Deleting: Only unused custom point-types can be deleted. (Issue an input-point report, OR go to the **Input Points** configuration screen, select grid view, and check for the specific custom point-type (80-99) in the list.)

  Related Topic(s):
  • Reporting on Users, System/Device Settings, etc.;
  • Working with the Report Viewer

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

Pick Lists (bottom of the form)

-**Panel Group** & **Panel** references (optional; bottom of the form)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

-**Custom Point Type** (bottom of form)**:** This is where you select a custom point-type to view or edit. This area shows a reference number assigned by the system, and the description, once defined; **Note:** Similar to physical items in a system, each custom point-type pertains to an individual panel.

On This Form (Standard 🗀)

- **Name:** A suitable name indicating the operation or usage for this custom point type;
- **Preprocess:** Either the duration that the point must REMAIN triggered before an alarm will be audited, **or** the point type / operation;

Door: The 'Door' selection is normally used with doors that are monitored, but not electronically controlled for personnel access. For access-controlled doors, a dedicated 'Door Contact' input is provided on the door-control module (which is set up through the **Door** screen). As well, door inputs cannot be set for a 24-hr monitoring, and cannot be bypassed (regardless of whether "bypassable" is selected or not).

Extended: This pertains to garage door sensors, and other applications where a longer delay time is desired. With this setting, the area "Extended" delay will apply, and the area can be armed while the input is 'tripped'.

Keyswitch Arming/Disarming: With 'pre-process' set to "Keyswitch...", the "Level" setting provides selections for "Arm" and "Disarm". The chime operation changes as well: If "Chime (√)", **and** the area is set for "Stay on Fail to Exit", the area will be armed to 'Stay' if no users exit after turning the switch (not-Ok to Ok). Conversely, if the chime is not selected, the "Stay on Fail to exit" setting will be ignored (the area will fully arm to 'On'). **Note:** With an arming keyswitch, disarming is typically done through an LCD keypad.

Guard Tour: This pertains to guard-tour checkpoints (stations). For this application:

+ The 'class' should be set as "supervisory";
+ The 'level' will typically be set as "24hr";
+ Any "Transmit" selections will be ignored (guard-tour point activity is referenced locally during the monitoring of a guard-tour).

WorkLate: This pertains to a button that can be pressed (during the pre-arm cycle) to delay the scheduled closing time for the area associated with the input-point. To set the time extension for WorkLate buttons in a specific area, refer to the "Work Late Input Point" setting under "Areas and Related Settings".

Notice: Outside of the 15 minute pre-arm cycle, a worklate point acts as a standard burglary point. This allows (for example) a motion sensor to function as a worklate trigger during the pre-arm cycle, and as a standard motion sensor during its monitored times. Be careful to set the “Level” and “Transmit / Sonalert / Siren” values as suitable for your specific application.

Command Point: This allows a button or sensor to command a device associated with: • Any specific panel, • Any area or door number (ID) across all panels, or • All panels/areas/doors of an account.

Tip: The actual command is selected when setting up the specific sensor(s)/input-point(s).

Related Topic: Configuration, ⇨Input Points, ⇨**Command**🗀.

See: Input Points—Monitored Sensors (previous).

Activity Monitor: This 'officially' detects activity in an area. For details, refer to "**Activity Monitoring and Auto-Arming**" in the 'Area' configuration topic.

- **Level:** The arming levels of the area assigned to the point for which the point will be fully monitored by the system.

Exception: For keyswitch operation, see the previous "Keyswitch" note.

Activity Monitor: The arming levels of the input point's area for which the point will be treated as an activity monitor versus a standard sensor (e.g., Burglary).

- **Class:** The basic classification for the point / sensor (this is referenced in messages transmitted to the monitoring station);

For Command Points: These are fixed as 'Supervisory'. As well, other than issuing the specific action, command-points are monitored only for 'Tamper' conditions.

- **Bypassable:** Whether or not the point can be bypassed (by a user with 'bypass' authority) should the need arise (e.g., to allow arming an area with a broken window, faulty sensor, etc.).
- **Chime:** Whether or not three short beeps will be signalled at keypads in the area assigned to this point whenever the point is triggered (this can be ‘toggled’ off at a keypad by pressing *f*5);

Exception: For keyswitch operation, see the previous "Keyswitch" note.

- **Pre-Alarm Warning:** For associated input-points, alarm transmission (to the central station) will be delayed as per the "Pre-Alarm Delay" setting (for the specific 'area'). During the delay, keypad sonalert(s) will be sounded, giving an authorized user time to "Silence" the alarm at a keypad. (Selecting "Verify User" will cancel the alarm transmission.)

Siren Time: To allow a pre-alarm warning to occur, the siren time for the panel must be greater than 30 seconds. (Siren Time appears under: Configuration, ⇨System, ⇨Standard🗀)

For details on setting the "Pre-alarm Delay" time, refer to "Areas and Related Settings".

To assign an area to be monitored by a specific keypad, refer to "Expansion Modules".

For Command Points: This selection does not apply to command points (do not select 'Pre-Alarm Warning' for command points).

Transmit

- **Off / Stay / On:** The (applicable area's) arming levels for which an alarm message will be transmitted to the monitoring station whenever the point is triggered;

For Command Points: Other than issuing the specific action, command-points are monitored only for 'Tamper' conditions.

Sonalert

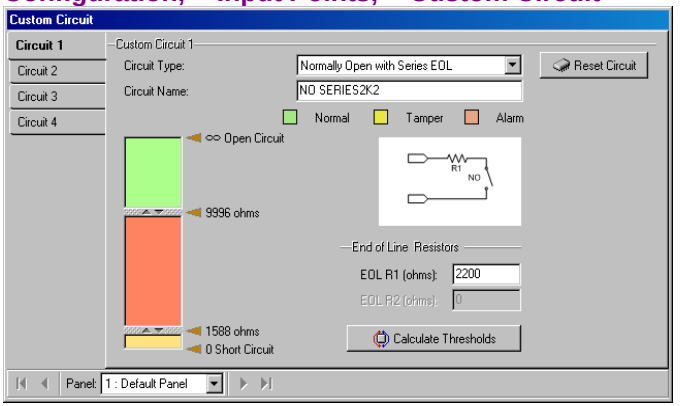
- **Off / Stay / On:** The (applicable area's) arming levels for which keypad sonalerts will be sounded for 1 second when the point is triggered;

Siren

- **Off / Stay / On:** The (applicable area's) arming levels for which siren outputs will be sounded when the point is triggered. (The "Siren Time" is set through the **System** screen.)

For Command Points: Other than issuing the specific action, command-points are monitored only for 'Tamper' conditions. So, the **Transmit**, **Sonalert**, and **Siren** selections will take effect only for tamper conditions.

Configuration, ⇨Input Points, ⇨Custom Circuit



How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

MyTools Bar: Custom Circuit
In the Tree: Configuration (+), Input Points, ⇨Custom Circuit (Under the specific panel group and panel--if listed in the 'tree'.)
Related Topic: "Other Desktop Choices"
Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Things You Can Do

- **View/Change a Custom Circuit Type:**
  1) Select the 'tab' for a desired circuit (1-4).
  2) Select the desired circuit type near the top of the screen.
  3) Check the onscreen illustration to verify your selection.
  4) If needed, enter new resistor values, and click **[Calculate Thresholds]**.

For more information, refer to the item-descriptions for this screen.

Circuit 1, 2, 3, or 4 🗀)

- **Circuit Type:** This allows selecting from the supported types of custom circuits;

Custom Circuit-Types for Input Points (≥V4.4)

Custom Circuit-Types

Newer styles of modules support custom circuits for input points, while any older-style modules will continue to support the standard circuit-types.

Tip: Suitable default values are provided here for north America, Europe, and UK-ACPO (per panel mode). The defaults typically need to be changed here only for sites that require custom/different values.

Note: The specific circuit-type for each input point is selected when setting up an input point (or suite-security keypad).

Tip: The circuit-type that you select will be shown graphically near the middle of the screen, and default resistor values are shown farther down.

- **[Reset Circuit]:** This reverts the present circuit number (tab) to its default value.

  Tip: This is the same value as with older-style modules, and ≤V4.3 Director software.

- **Circuit Name:** This is the name that will appear when this circuit type is to be selected elsewhere.

  Note: Since this will appear on keypad LCD screens, this can be 1 - 12 letters (all caps) and/or numbers.

- **(Coloured bands and legend):** This shows the calculated range of actual circuit resistances that will be considered as normal state (Green), tampered condition (Yellow), or in-alarm/tripped state (Orange);

  Tip: The values shown here are for your information only (do not enter them anywhere).

- **(Circuit Diagram):** This provides visual confirmation that you have selected the correct/desired type of circuit;

End of Line Resistors

- **EOL R1/R2 (ohms):** Custom resistor values are entered here (if needed);

  Note: Enter the actual value for each resistor being used (not any calculated circuit value). See the circuit diagram for resistor orientation.

- **[Calculate Thresholds]:** Clicking here updates the coloured bands for your new resistor values (details previous).

Programmable Outputs (Signalling & Device-Switching)

Output Points and Related Settings

Output points are programmable electronic switches that can be used to signal alarms or control items such as lights, garage doors, etc. The **Output Points** screen allows viewing or changing the characteristics for each of these outputs.

Power: Outputs provide a switching function only (devices must include a suitable power source).

Map/Graphic Annunciator Modules: Outputs on a "Map" module pertain to firing the LEDs on the module itself rather than external devices.
Exception: Outputs 1 and 2 on a map module can each fire an LED and are also provided on the board (OP1=+V/High; OP2=0V/Low).

Door Controllers and Suite-Security Keypads: These devices have built in dedicated outputs that are set up directly under "**Doors**" or "**Suite Security**".

Special Features and Complex Equations

Beginning with V4.2, output programming has been greatly enhanced, including:

- Any output function can be set as a positive trigger (Normally 0V/Low; +V/High when triggered), or negative trigger (Normally +V/High; 0V/Low when triggered);
- In addition to steady operation, three On/Off cadence selections are provided;
- Outputs can be triggered by just about any type of event(s)--including the new activity-monitoring and user-counting features.
- Complex equations can be set up using "Boolean" operators (AND, OR, XOR, etc.)

General Signalling Functions

Outputs can be set to activate whenever a certain type of input is triggered or a specific event occurs. This can be associated with a desired panel ("System"), or a specific "Area", holiday, or device.

Keypad Function Keys

The function-key feature allows setting up actions to occur when a user presses the "*f*" and a number at an 'LCD keypad'. This pertains to outputs set to "Function Key X".

*f*1-*f*5 are available to all users, while *f*6-*f*9 and *f*0 can be set (on an area-by-area basis) to require a user with "Function Key" authority to log in before the keys will work. For details, see the "Require Function Key PIN" selection under "Areas and Related Settings".

Function key *f*5 is pre-set to toggle the keypad chime feature on and off. It can be programmed for other actions, but is generally not—since the keypad chime feature would be toggled as well.

The Numeric Paging Feature

UK/ACPO: This feature is not supported with UK/ACPO operation.

Also See: [Management], ⇨Serial Reporting.

🕮 Software-Based Text Paging (Serial Reporting)

Outputs 5-8, or 5-8 & 121-128 (see exception) can be set to signal a numeric pager when triggered by their associated alarm condition.

Exception: Beginning with V4.4 (software and firmware), the outputs to use for numeric paging are configurable.

Related: Configuration, ⇨System, ⇨I/O Mapping 🗀 🕮 **I/O Mapping** 🗀 (under "General System Settings for a Panel").

Outputs 005 - 008: These are 'virtual' outputs that are not associated with any physical wiring).

The specific alarm/event to be associated with each of the outputs is defined here, while other settings for the paging feature are set through the System Communication screen. For details, refer to "Monitoring, Paging, & Remote Mgt. Settings".

Parallel STU / REDCARE and VBUS Outputs

Outputs pertaining to a Subscriber Terminal Unit (STU) interface (and also regarding VBUS operations) need to be reserved ahead of time.

Select Outputs: Configuration, ⇨System, ⇨I/O Mapping 🗀; 🕮 **I/O Mapping** 🗀 (under "General System Settings...", previous).

How to Get Here

Multi-**Account** Systems: First select [Account Folders] in the 'tree', and locate and double-click the desired account.

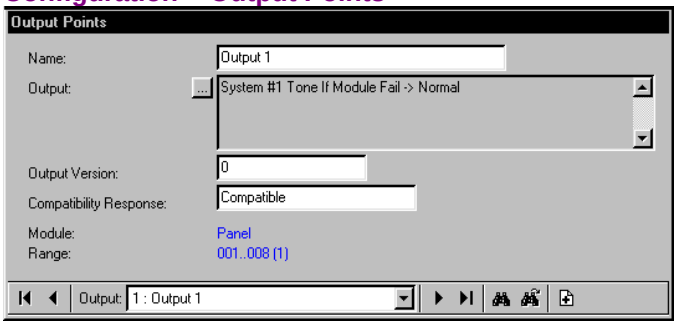
MyTools Bar: Output Points

In the Tree: Configuration (click the "+"), ⇨Output Points (Under the specific panel group and panel--if listed in the 'tree'.)

Related Topic: "Other Desktop Choices"

Tip: The Grid / Form toolbar-button allows selecting your preferred view-mode (forms view is recommended here).

Configuration ⇨Output Points



Things You Can Do

- **Add an Output Point:** Click [+] at the bottom of the form, or right-click the form and select Add New from the pop-up menu.
- **View/Change an Existing One:** Select one from the pop-up list at the bottom of the form.
- **Search for An Output Point:** Click the 'binoculars' symbol. Then, enter the name and click [Find].

  Tip: You can search by name or the 1st few characters--e.g., nam***.**
- **Delete an Output Point:** Right-click a blank area on the form (**If grid view:** Right-click the item in the list), and select "Delete". When prompted to confirm, select Yes.

Working in Grid View: You can: • View or enter values; • Right-click an item and select from the pop-up menu; • Click a column heading to sort on that column. (Filter on Column: Shows only items matching an entered value or 1st few chars.--e.g., nam*****. A red column heading indicates the list is filtered.)

Pick-Lists (bottom of the form)

-Panel Group & **Panel** references (optional)**:** This is where you select a specific panel-group and panel in a multi-panel system where the 'tree' is **not** set to show items on a panel-by-panel basis. For more information on this feature, refer to "Other Desktop Choices".

- **Output Point:** This is where you select a device (output point) to view or edit. This area shows a

reference number assigned by the system, and the name of the output, once defined;

Output-point numbers are assigned by the system when a expansion module that supports 'outputs' is set up. The number assigned to each 'output' is based on the module installation order, and the number of 'outputs' supported by (reserved for) each module.

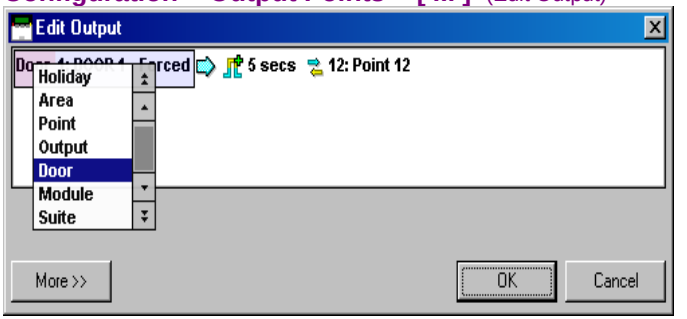
Tip: The "Module" and "Range" areas (blue text) show the device associated with the output-point, and the range of outputs for that device.

"Offset" values for each panel determine whether multi-**panel** sites will have consecutive versus repeating output-point numbers. For details, refer to the "Display Offsets" value under "System Panels and Displayed Item-Numbers".

On This Form

- **Name:** A suitable name for the device (output point) indicating its location and/or usage, etc.;
- **Output** (and the small **[...]** button)**:** Click the small button to access a second screen for setting up the output. For an existing output, the selected function(s) are shown next to the **[...]** button;
  (See the next screen/section for details.)
- **Output Version:** This shows the panel firmware revision need to support the presently-defined output equation.
  Note: In general, the following items require panel firmware v4.2 or newer: • Multi-segment output equations; • Timed or inverted output actions; • Type E (European) selections; • Cadence functions.
- **Compatibility Response:** This shows whether or not the output equation is compatible with the panel firmware (i.e., after one communications session with the panel).
- **Module:** This is "Panel" (a system panel) or the module associated with the specific output-point number.
- **Range:** This is the total range of output-point numbers associated with the specific module (as defined by the software when each module is set up).
  Tip: The number in brackets, such as "(1)", pertains to the location of the physical output connection on the specific module.

Configuration ⇨Output Points ⇨[...] (Edit Output)



Configuring an Output Point

- Open the Output Point configuration form, and add or select the desired output.
- Click the small **[...]** button to access this screen.
- Click an "**item**" (such as "unassigned") to select a new value. (Additional items will appear as you go along--where applicable).
  Tip: See the "Item" descriptions, to follow.
- Use the Up/Down **arrows** to scroll in pop-up lists.
- Right click items to select a command (e.g., Invert, Insert, Remove).

Note: Selections under **[More >>]** are for reference/internal use only.

Items": Event Type, Target Item, Event, "⇨", Output Action, Mapped Input

Note: This pertains to an output being triggered by a single condition. For complex equations and 'Boolean' operators, see "Multi-Condition Equations", to follow / below.

- **Event Type:** The general type of event that will trigger the output (**System**, **Schedule**, **Holiday**, **Area**, **Point** (sensor), **Output**, **Door**, **Elevator** (lift), **Floor**, **Module**, or **Suite**-security keypad); All function-key selections now appear under "Area".

  Note: Selections appear only for device-types that exist in your system. "System" pertains to events associated with the specific main/system panel. Exception: **Cadence** selections (at the bottom/end of

the list) enable an On/Off pulse-cycle. See "Cadence".

Tip: To invert a function (i.e., have the output trigger whenever something is NOT in effect), right-click the function and select "Toggle Invert".

- **Target Item:** This is the specific item associated with the desired event (e.g., Area 4, Front Door, Suite 705, Function Key #3, etc.);

  Function Keys: Since function keys 6 – 9 & 0 can be set to require a user-PIN, you may wish to reserve these keys for more critical functions.

- **Event:** This is the specific event/condition that will trigger the output;

- **Output Action:** This is how the output will respond when triggered (i.e., for so many seconds, or while the condition remains in effect, etc.).

- **Mapped Input** (optional)**:** Click the double-arrow symbol to select an input point to be tripped automatically when the event described by the output equation occurs.

  Tip: The mapped input point, in turn, can be set for the desired signalling/reporting (and/or command) operation like any other input point in the system.

  ATTENTION: The mapping of inputs works in parallel with normal (hard-wired) operation, such that the input must be wired/terminated correctly (or configured as a circuit-type that will take its present state as 'normal').

Event Types and Events:

In general, event selections appear in plain language, and are generally obvious in function. Some notable exceptions and terms are listed here:

- **Activity Detected / Not Detected:** Pertaining to activity detection (≥V4.2) in an area via custom "Activity Monitor" points, and area activity-tracking settings. (Ref: • Configuration ⇨Custom Point Type ⇨"Preprocess = Activity Monitor"; • Configuration ⇨Input Points ⇨"Point Type = MyCustomType"; • Configuration ⇨Areas ⇨ Activity🗀).
- **Cadence selections** (System - Cadence...)**:** See the "Cadence..." topic, to follow / below.
- **Counter reaches min (or max):** Pertaining to user counting (≥V4.2). (Ref: Configuration ⇨Areas ⇨Counting🗀).
- **Digital:** Dial-up modem communications.
- **Failed to Close:** A scheduled area not set to auto-arm was not armed manually at the scheduled time.
- **Force Arm:** Pertaining to arming while a point/sensor is tripped (or tampered).
- **In Window / Out of Window:** Simplistic: Working hours vs. after-hours. Detail: Pertaining to during vs. outside of the active/valid times of a schedule.
- **Pseudo:** Internally-monitored conditions. (Ref: Configuration ⇨System ⇨Equipment).
- **SIP:** Reporting to a central station via IP.
- **SNAPP:** Module communications bus.
- **Version E:** This indicates conditions pertaining to **European** monitoring requirements.

Output Action:

- "**Normal**"**:** Relay follows the event--Positive trigger (normally 0V/Low, goes +V/High when triggered);
- **Green "+" durations:** Timed--Positive trigger (normally 0V/Low, goes +V/High for selected duration when triggered);
- "**Inverted**"**:** Relay follows the event--Inverted (normally +V/High, goes 0v/Low when triggered);
- **Red "-" durations** (with underscore "_")**:** Timed--Inverted (normally +V/High, goes 0v/Low for selected duration when triggered);
- "**Toggle**"**:** Changes state until next trigger.

For a Point Expansion Module with **Physical Relays:** In the description above, "0V/Low" will pertain to "relay not energized", and "+V/High" will pertain to "relay energized".

Also See: "Cadence (Getting the Output to Pulse On and Off)", and "Equations with Cadence (pulsing)", both to follow / below.

Commands (when you right-click an item):

- **Toggle Invert:** Inserts (or removes) a "**NOT**" ("Not means whenever the chosen condition is NOT true);
- **Insert Operation (on left / on right):** Inserts a new segment to allow building complex output equations (see below);

- **Remove Operation:** Deletes an inserted segment.

  This appears only if you right-click a bracket or an "And/Or" operator (Boolean).

  For (deepest nested) brackets, or an "And/Or" Operator inside them:
  The condition on the right side within the brackets will be removed.

  For (external) brackets, or an "And/Or" Operator preceding a bracketed function:
  The entire bracketed function on the right will be removed.

  Also see "**Multi-Condition Equations**", and "Brackets and Equation Processing", to follow / below.

Cadence (Getting the Output to Pulse On and Off) (≥V4.2):

Three 'Cadence' selections are provided that cause the equation to 'Go False' on a repeating cycle, thus causing the output to pulse. These appear at the end/bottom of the list for the SYSTEM event type. Cadence functions must be inserted using "Insert Operation", and then set as an "**AND**" operation.

For more information, see "**Multi-Condition Equations**", and "**Equations with Cadence (pulsing)**", both to follow / below.

Siren Fire Cadence: Outputs can also be set to follow siren-fire conditions with 1 sec., or 2 sec. on/off pulses. These can be selected directly instead of using 'System - Cadence'. If the siren output itself (OP3 on the main panel) is set to System - **Siren Fire (1 sec)**, this sets 'fire-siren' cadence for **UL** (3 quick pulses separated by 1 second pauses).

Multi-Condition Equations:

To insert additional conditions into an equation, right-click within a condition/segment near your desired insertion point, and select **Insert Operation on left** or **Insert Operation on right**, as desired).

e.g., (Condition1 AND (Condition2 OR Condition3)) => OutputAction

Tip: In this case, condition 3 was inserted after right-clicking within condition 2, and selecting "Insert Operation on right".

Notes: "Condition" represents a complete function (such as "AREA Area1 In Alarm").
An equation can include up to **15** 'conditions'.

"AND/OR"s (Boolean Operators for Multi-Condition Equations):

If "This" **And/Or** "That" is true			
Choice	**This**	**That**	**Output Will trigger:**
OR	✓ × ✓	× ✓ ✓	When either condition (**or both**) are true.
AND	✓	✓	Only when **both are true**.
NOR	×	×	Only when neither one is true (i.e., both **NOT** true).
NAND	✓ × ×	× ✓ ×	When either one or neither of them are true, **but not both**.
XOR	✓ ×	× ✓	When one or the other is true, **but not both**.
XNOR	✓ ×	✓ ×	When both or neither are true, **but not one or the other by itself**.

Tips: You're likely to use "AND" and "OR" the most.

To invert a selection (i.e., "trigger the output when something is **NOT** true): Right-click the operator, and select **Toggle Invert**. Note: If you end up with two "NOTs" inside the same set of brackets, your equation will be automatically converted to a simpler equivalent.
("NOT A" OR "NOT B" = A NAND B;
"NOT A" AND "NOT B" = A NOR B.)

Converting Your Language into an Operator:

- On/While something is in Effect: Is an "**AND**" operation;
- Except/Unless something is in Effect: Is an "**AND NOT**" operation";

Tip: Use the "Toggle Invert" command to insert the "NOT" function.

Brackets and Equation Processing

When segments are added (via "Insert Operation"), they will be inserted on the left or right (per your selection), and are bracketed together with it. Brackets determine the order in which the equation will be processed, with items inside brackets being evaluated first (deepest nested brackets first, and then moving outward from there). Try inserting two or three dummy/temporary operations, and you'll see how it works.

Example A: With "(Condition1 AND (Condition2 OR Condition3))" the output will trigger only if Condition2 or 3 (or both) is in effect at the same time as Condition1.

Example B: With "((Condition1 OR Condition2) AND (Condition3 OR Condition4))" the output will trigger if at least one item from each side of the "AND" is in effect at the same time.

Example C: If you start with example B, right-click Condition1, select "Insert Operation on right" , and set it as an AND function, you will have: "(((Condition1 AND NewCondition) OR Condition2) AND (Condition3 OR Condition4))".

The equation would be evaluated in this order: **1)** C1 AND New; **2)** Result1 OR C2; **3)** C3 OR C4; **4)** Result2 AND Result3.

Note: The deepest-nested brackets are analyzed first.

Equations with Cadence (pulsing)

To obtain a pulsing output, System - Cadence functions must be "**AND**ed" with the portion of the equation to which they apply. If all conditions of the equation are to cause a pulsing output, the cadence function should be set up first, with everything else appearing within a pair of brackets on the left or right.

Tip: "**AND**ing" different cadence selections (or none) with the various segments of an otherwise "OR" equation allows a single output to respond differently to different types of events.

For one type of cadence for an entire equation (for example):

- Set up a System - Cadence function **first**; Also See: "Cadence (Getting the Output to Pulse On and Off)", previous/above.
- Right-click within it, and select **Add Operation on right**;
- Set up the second operation as desired, being sure to use an "**AND**" operator;
- Insert any other operations by right-clicking on segments to the right of the cadence function (not within the cadence function itself).

Programmable Output Functions

• Failed to Close: Area schedule expired, & no one armed the system; • In Window: Schedule active; • Out Window: Schedule expired; • Pseudo: Internally monitored conditions (Ref: Config. ⇨System ⇨Equipment); • Version "E": This indicates conditions pertaining to **European** monitoring requirements (requires Director ≥V4.2).

System (events pertaining to the specific main/system panel)**:**

System	Tone if Module Fail
	Fallback sonalert (at control panel) if Module Bus fails. Provides 1 sec. output every 8 sec. And activates if there is no operational keypad in an area with programmed keypads.
System	Ground Start
	Ground Start (can only be used on B004 - main panel output 4)
System	Fully On
	When system is FULLY ON
System	Partially On
	When system is PARTIALLY ON (Partially or Fully On **for Europe Version**)
System	Fully Off
	When system is FULLY OFF
System	In Alarm
	When system is IN ALARM - resets when point(s) restore (includes pseudos & tampers)
System	Siren
	Follows ALARM & FIRE siren (steady)
System	Siren Fire (1 sec.)
	Follows ALARM siren - steady for BURG / EMERG and provides 1 sec on/off for FIRE per Keypad Tone. Exception: If selected for the siren output (#3 on main panel), this enables **UL** fire-cadence: ½ sec on/off three times, 1sec pause, and repeats.
System	Siren Fire (2 sec.)
	Follows ALARM siren - steady for BURG / EMERG and provides 2 sec on/off for FIRE
System	Digital Trouble
	Phone line trouble (follows report delay or line failure)

System Was In Alarm

System WAS IN ALARM. This is only for input points in alarm e.g. NOT for system trouble (clears when alarmed areas are turned off then back on again)

System Bypassed

When there is a point BYPASSED somewhere in the system

System Fire

When any 'FIRE' point is in alarm

System Hold-Up

When any 'HOLD UP' point is in alarm

System Auxiliary Alert

When any 'Aux Alert' point is in alarm

System Vault

When any 'VAULT / SAFE' type point is in alarm

System Burglary

When any ''Burglary' point is in alarm. Delayed burglary for **European Version.**

System Supervisory

When any 'Supervisory' point is in alarm.

System Pseudo

When any 'Pseudo' condition is in effect.

System System Trouble

Pseudo 1 – System Trouble / All type tamper for **European Version**.

System Battery Trouble

Pseudo 2 – Battery Trouble

System AC Failure

Pseudo 3 – AC (Mains) Trouble

System Phone Line Trouble

Pseudo 4 – Phone Trouble

System Report Delay

Pseudo 5 – Report Delay

System Time Lost

Pseudo 6 – Time Lost

System Time Changed

Pseudo 7 – Time Change

System Program Changed

Pseudo 8 – Program Change

System Program Error

Pseudo 9 – Program Error

System Fuse Failure

Pseudo 10 – Fuse Failure

System Pod Trouble

Pseudo 11 – Module Trouble

System Pod Battery Low

Pseudo 12 – Module Battery Low

System Pod Program Edit

Pseudo 13 – Module Program Edit

System Pod Program Error

Pseudo 14 – Module Program Error

System Miscellaneous

Pseudo 15 – Misc. Trouble

System HSC Trouble

Pseudo 16 – HSC Trouble

System Duress PIN

Duress Pin 5 / Duress Pin or PA Alarm for European Version.

System Door Unlocked.

System Door Locked Out

Cards locked out at any door.

System Door Held Open

Doors Held Open

System Door Forced

System Door Tamper

Door contact wiring shorted or cut.

System Door Open

System Door Secure

System Door Sensor Trouble

Doors Sensor Trouble (magnetic bond sensor not ok)

System Global User Lockout

Global lockout per bad card/PIN monitoring.

System Host Computer On-Line

System Host Computer Off-Line

System SIP On-Line

System SIP Off-Line

System Any Point in Tamper

System Any Point in Alarm

System Forced Arm In Effect

System Any Area Failed to Close

System Phone Line Failure

System Local AC Failure

Local AC (mains) failure.

System Version "E" System Tamper

System Tamper – European Version.

System Version "E" System Fault

System Fault – European Version.

System Bypass in Effect when Armed

System Version "E" Fire

System Version "E" Personal Attack

System Version "E" Unconfirmed Alarm

System Version "E" Set/Unset

System Version "E" Freezer/Fire Fault

System Version "E" Bypass in Effect

System Version "E" Confirmed Alarm

Confirmed alarm – European Version (Active when more than one detector is activated during a single armed state).

System Version "E" Siren

System Version "E" Confirmed Alarm Strobe

System Cadence 0.5 Hz (1 sec on, 1 sec off)

System Cadence, 2 second on pulse on the minute

System Cadence, 10 second long pulse on the minute

System - Cadence Selections: These cannot be used on their own (must be ANDed within an equation).

Version "E": Pertains to European monitoring requirements.

Schedule (Pertaining to a specific schedule)

Schedule In Window (schedule active)

Schedule 15 Minutes Prior to "In Window"
(15 minutes before the schedule is active)

Schedule 15 Minutes Prior to "Out Window"
(15 minutes before the schedule ends)

Schedule Holiday in Effect (any type)

Schedule "No Access" Holiday in Effect

Holiday (if a specific Holiday is in effect)

Holiday Holiday in Effect

Area (if event occurs in a specific area):

Area Function key #0, #1, ...#9

(Pertains to keypad functions keys)

Area On

When the area is fully armed (ON).

Area Stay 2 (future use)

When the arming level is STAY 2 (future)

Area Stay 1

When the arming level is STAY.

Area Stay (1 or 2)

When armed to STAY. (Stay 2 = future)

Area Off

When the arming level is OFF

Area Not On

When the arming level is "Off" or "Stay".

Area Not Off

When the arming level is "Stay" or "ON".

Area Alarm

When area is in ALARM. Resets when point(s) restore or follows siren timeout (includes pseudos & tampers)

Area Was In Alarm

When area WAS IN ALARM. This is only for input points in alarm e.g. NOT for system trouble (clears when alarmed areas are turned off then back on again)

Area Siren Fire (1 sec.)

Follows ALARM siren - steady for BURG / EMERG and provides 1 sec ON/OFF for FIRE

Area Siren Fire (2 sec.)

Follows ALARM siren - steady for BURG / EMERG and provides 2 sec ON/OFF for FIRE

Area Sonalert (E/E tones on Stay)

Follows sonalert, chime & provides Entry/Exit tones when armed to STAY & ON

Area Sonalert (No E/E tones on Stay)

Follows sonalert, chime & **does not** provide Entry/Exit tones when armed to STAY but provides Entry/Exit tones in ON

Area Extended Delay Entry Tones

Follows Garage/extended delay Entry Tones

Area Bypasses

When any point in this area is BYPASSED

Area Fire

When any 'FIRE' type point in this area is in alarm

Area Hold-Up

When any 'HOLD UP' type point in this area is in alarm

Area Auxiliary Alert

When any 'AUXILIARY ALERT' type point in this area is in alarm.

Area Vault

When any 'VAULT / SAFE' type point is in alarm.

Area Burglary

When any 'BURGLARY' type point in this area is in alarm.

Area Supervisory

When any 'Supervisory' point is in alarm.

Area Pseudo

When any 'Pseudo' condition is in effect.

Area Walk Test

Area is in ‘Walk’ or ‘Hold-up’ test.

Area Entry / Exit

When area Entry / Exit delay is in progress – provides a steady output (STAY & ON).

Area Entry

When area Entry delay is in progress - provides a steady output (STAY & ON).

Area Exit

When area Exit delay is in progress - provides a steady output (STAY & ON).

Area Ready

When the area is ‘Ready To Arm’ - i.e. all points are secure.

Area Open Window

When the active/open window of the area's schedule is in effect.

Area Closing

When the area schedule is expiring in 15 minutes.

Area Door Unlocked

Area Door Locked Out

Area Door Held Open

Area Door Forced

Area Door Tamper

Door Tampers (door contact condition: no EOL resistor etc.)

Area Door Open

Area Door Secure

Area Door Sensor Trouble

Door Sensor Troubles (magnetic bond sensor not ok)

Area Panic Token Detected

Area Counter reaches Min

Considered 'empty'; User Count <= Minimum

Area Counter reaches Max

Considered 'full'; User Count >= Maximum

Area No Detected Activity

Area Activity Detected

Area 15 Min before Scheduled Arm to "On"

Area 15 Min before Scheduled Arm to "Stay"

Area 15 Min before Scheduled Disarm Arm to "Off"

Area Schedule in Window

Area Auto-Command Schedule In Window

Area Failed to Close

Area Any point in tamper in area

Area Armed with Bypasses in Effect

Area Force Armed

Armed with some input points 'tripped'.

Area User Lockout in Effect

Re: Bad Card/PIN monitoring.

Area Wandering Patient Detected

Area Version "E" Siren

Area Version "E" Confirmed Alarm Strobe

Area Version "E" Fire

Area Version "E" Personal Attack

Area Version "E" Unconfirmed Alarm

Area Version "E" Set/Unset

Area Version "E" Freezer/Fire Fault

Area Version "E" Bypass in Effect

Area Version "E" Confirmed Alarm

Confirmed alarm – European Version (Active when more than one detector is activated during a single armed state).

Version "E": Pertains to European monitoring requirements.

Point (if event occurs at a specific Point)**:**

Point Normal (OK)

Point Open (tripped or tampered--any time)

Point Open (disarmed)

Tripped or tampered when area is Off or Stay)

Point Open (armed)

Tripped or tampered when area is ON

Point Alarm

Tripped when area is ON

Point Bypassed

Point Preprocess Delay

PreAlarm Warning is in effect.

Point Tamper

Point Point in Delay

Point is in Delay. Follows a Custom Pt Type that has a time delay.

Point Confirmed point command

Positive Confirmation of Point Command Activation.

Output (pertaining to another output)**:**

Output	Real Output is On
Output	Equation is TRUE
Output	Manual Command in Effect

Door (if event occurs at a specific door)**:**

Door	Unlocked
Door	Locked Out
Door	Held Open
Door	Forced
Door	Tamper
	Door contact circuit cut or shorted.
Door	Open
Door	Secure
Door	Sensor Trouble
	Magnetic bond sensor not OK.
Door	Blocked by Interlock
Door	Wandering Patient Detected
Door	Entry Delay in Effect

Elevator (pertaining to a specific elevator/lift cab)**:**

Elevator	Offline
Elevator	Cab Desecured
Elevator	Relay Board(s) Offline
Elevator	Fire Input Triggered
Elevator	Bypass
Elevator	Cab Reader Tamper
Elevator	Cab Panic Button

Floor (pertaining to a specific elevator/lift cab)**:**

Floor	Floor Desecure

Module (pertaining to an expansion module)**:**

Module	On-Line
Module	Tamper
Module	Comms Trouble (Subst & Comms)
	Communication failure or device replaced.
Module	Battery Trouble
Module	User Logged On (LCD Keypads)

Suite (pertaining to a suite-security keypad)**:**

Suite	Alarm
Suite	Fire
Suite	Tamper
Suite	Siren / Sonalert
Suite	Communication Trouble
Suite	Normal
	No Alarm, Fire, Tamper, Siren / Sonalert, or Communications Trouble
Suite	Stay
Suite	On
Suite	Stay or On

Installation and Technical Reference

PC Issues and Software Installation

Welcome

The topics that follow cover the various aspects of installing and activating a new system. For best results, be sure to scan **all** of the installation topics that follow, and perform the steps in sections that pertain to your type of installation.

Recommended Computer Specifications

Summary

PC and RAM (P4 Class)	**Windows Version**	
Director Installation	**XP Pro / 2003 Server (Std.)** …with the latest service pack.	**Windows Vista ****
Director Client only	2 GHz 1 GB	2 GHz 2 GB
Single PC System	2 GHz 1.5 GB	2 GHz 3 GB
Busy Director Server	3 GHz 2 GB	3 GHz 4 GB
Hard Drive	160 GB	
Video / Monitor	1024 x 768 or higher	
Peripherals	DVD / CD **ROM** drive USB port	

** Microsoft Vista: The 'Home' and 'Server' versions of Microsoft Vista are NOT supported.
(You can also refer to the Director CD and packaging--which may provide additional details.)

Tip: You may need your Windows CD when setting up a panel connection.

Director Server PC: For optimal performance, we recommend running the Director (server) software on a dedicated PC.

Windows XP Home: Guardall Director is NOT intended for use under the "Home" version of Windows XP.

Windows NT, Millennium (ME), and Windows 2000 and older: **NOT** supported.

Service Packs: It is always best to stay current on the 'service packs' available for your version of MS Windows, and install them as new ones are released.

MS SQL Server Applications: Beginning with V4.7, the Guardall Director software uses Microsoft SQL Server 2005 Express, and requires dedicated access to this component. You may not be able to run other software applications (on the same PC) that also use this component. Exception: If you select SQL Server support during the installation, the database will be managed through an MS SQL Server (2000 or 2005) PC, and you will be prompted to provide passwords that allow the Director software to connect with its database.
Related Topics: "Advanced Database Features"

SQL Versions supported:

Version (2005)	**Note**
Express	Typical installation (managed by the Director software).
Standard	SQL server installation option (managed through SQL server).
Workgroup	
Enterprise	

Related Topics: "Advanced Database Features"

IP Connectivity (≥ **V3.30** software and/or panels): Setting up IP connections is documented separately. For requirements pertaining to IP addresses, refer to the installation guide provided with the IP interface (may also be on the Director CD in PDF format).
More: IP Connectivity.

UPS Recommendation

Standard best practices recommend that all servers and core components of security systems be protected by a suitable Uninterruptible Power Supply (UPS) including surge protection.

Other Software

The Guardall Director software cannot coexist on a NetVision capture station PC, or on a PC running NetVision v2.1 remote station software. (For the remote station software, simply upgrade to v2.2 or higher.)

Networking Ports Used (443 and 80)

The Director software requires exclusive access to ports 443 and 80, and they must not be blocked on the network.

Note: Port 80 is used only for remote software downloads.

Required Windows / Networking Services (single-PC or client-server)

The following services/protocols must be installed on the Guardall Director PC (Director-server PC if applicable). This is typically done by your network administrator or IT department--as applicable:

- Client for Microsoft networks
- Internet Protocol (TCP/IP);
- "File and Printer Sharing for Microsoft networks";

Either a network card, or "MS Loopback Adapter" must be installed. As well, "Workstation" and "Server" services must be installed and running (look under:

• Control Panel, ⇨Administrative Tools, ⇨Services; **and/or**:

• Right-click "Network Neighborhood", ⇨Properties, ⇨Services🗀").

Virus-Checker Software

Be sure to keep the data files (virus definitions) for your virus software up-to-date. If Norton Anti-Virus erroneously reports **"ikernel.exe"** as being infected, download and install the latest data files from http://www.norton.com.

Video Adapter

Video adapter supporting SVGA resolution (800 x 600) in more than 256 colours (e.g., 'high-colour' or 'true-colour').

Tip: XGA resolution (1024 x 768) is recommended.

Display

Colour SVGA high-quality monitor.

(Recommended for 1024 x 768 resolution: Flat Panel: At least 14"; Tube: At least 17".)

Dual Monitors: If you are using Windows dual-monitor feature, the one on the **right**-hand side must be connected/set-up as monitor **#1**.

Mouse / Pointing-Device

A mouse (or other type of pointing-device) that is equipped with a scroll-wheel is recommended. This simplifies scrolling within forms and in the on-line help.

Hard Drive

At least 500 MB of free space while Windows is running is recommended for a full installation and typical database.

Software installation may include: • The Director software; • The card-badging software; • MS Internet Explorer components; • MS SQL-server components.

For demonstration purposes, you can likely install with only 200-250 MB of space available (with Windows running), however this is NOT recommended for a real/working installation.

Note: With larger / busier systems, additional hard drive space will be necessary. (This is unlikely to affect your PC specifications, though, since the smallest hard-drives available today are in the multi-gigabyte range.)

Software Media / other Drives

CD-ROM drive, double-speed (2X) or higher.

Communications Ports (Serial / USB)

One free serial **port** (**COMx**) is required for each direct panel connection (and external modem), in addition to any serial ports used by a mouse, or other devices. One **USB** port will also be needed (Director-server PC) for the software 'activation' key.

Notes: Resources for serial ports cannot be 'shared'. In a multi-PC (client-server) system, panel connections can be spread across the available workstations as desired. The activation key works with the provided license-manager software to manage software licensing and maximum system capacities.

Modems (for remotely managed panels)

Panels can communicate with the Director software through a direct-cable-connection, a dial-up modem, or an IP connection.

xL panels (narrow mainboard) support a modem module that plugs onto the panel mainboard.

ISM panels (square mainboard) use a built-in modem/dialler for small accounts, or an external modem as described below.

Tip: For details on wiring and modem set-up, refer to the Hardware or Commissioning guide for your panel.

Modems that support a connection speed of 38,400 baud are required (e.g., V90 compliant). It is best to use the same brand at the PC and panel(s). A US Robotics Sportster 56K modem is recommended.

The LASAT Safire 560 Voice Modem has also been tested, and can be used if desired. Exception: This modem cannot be used in conjunction with the Bell 103 (300 baud) support which is built into the panels. Bell 103 connections require a USR Sportster 56K modem at the PC.

Modems for panels must support a standard serial connection. As well, these modems must support "Auto-Answer", and a connection speed of "38,400 baud"—either through physical switches, or programmable in 'Flash' memory that is not affected by power failure.

Where panels are to dial into the Guardall Director system to transmit activity messages, each panel requires its own dedicated modem. Otherwise, up to 30 panels can be connected together (via RS485) to share a single modem.

Notes: Modems require a direct/analogue telephone line. Our testing was done using a US Robotics Sportster 56K modem. We provide details on how to set up this model of modem. Other brands and models may require more detailed knowledge of modem configuration.

Printer and Parallel Printer Port

For printing reports, you can use any printer supported by your version of Windows (capable of printing at a suitable speed under MS Windows).

System Panels

Main panels must have an up-to-date main board and 'EPROM' chip to be compatible with this software. Existing/older panels must be upgraded or replaced. **Tip:** For details, refer to the instructions provided with your panel upgrade kits.

For the Photo-Badging Option

The photo-badging option supports these devices:

Video capture device: This feature works with any video or frame-grabber board and supported camera, or any video capture device that is compliant with the "TWAIN" or "Wintab" standard.

Writing Tablet: Any writing tablet that works with your version of Windows can be used to capture signatures. Signatures can also be photographed, or entered using your mouse, but a writing tablet is generally recommended.

Card Printer: Any desired printer can be used that works with your version of MS Windows.

Installation: These items must be installed as per the manufacturer's instructions provided with them.

Tip: If you have access to the internet, it is always best to download and install the latest drivers available for your devices.

Serial Port Installation and Set Up

Each PC to be associated with direct or modem panel connection(s) must have free serial port(s) available. **Tip:** In a multi-PC (client-server) installation, the panel connections can be spread across multiple PCs as desired.

Windows will normally auto-detect the new serial card/port when you start the computer (after installing the new serial card). Alternatively, you can select **Add New Hardware** from the windows "Control Panel". For details on installing or setting up a serial card that is **not** 'plug-and-play', refer to the documentation provided with the serial card.

Note: This software requires serial ports that are NOT sharing computer 'resources'. Check to ensure that all applicable serial ports (COMx) are set to a **unique** interrupt (IRQ) and address (I/O range). This can be done through the Windows 'Control Panel'. (From the Start menu, select **Settings**, **Control Panel**, **System**, and **Device Manager**.)

A bus mouse can be installed to free up an additional serial port if required.

Windows Settings Required

Microsoft Internet Information Services (IIS)

Beginning with Director v4.7, you must ensure that the Microsoft Internet Information Services (IIS) component of Windows is NOT installed:

1) Open the Windows control panel: **[Start]** menu, select **Settings** (if applicable), and then **Control Panel**.

2) Double-click **Add or Remove Programs**, and then select **Add/Remove Windows Components** on the left.

3) Look for Microsoft Internet Information Services (IIS) in the list. If it is NOT selected (no check-mark), you can simply cancel out of the screen.

4) If it IS selected (check mark), click to unselect it, and then use the **[Next]** and **[Finish]** buttons to complete the process.

Windows Date-Format

For Year-2000 compliance, the short-date format for Windows must be set to include a 4-digit year (yyyy).

1) Select **Settings** (from the Start menu), and then **Control Panel**.

2) Double-click **Regional Settings**, and then select the **Date** tab.

3) In the "Short Date Style" area, enter or select a value that includes yyyy (4 digits) for the year (such as yyyy-MM-dd). Then, click **Apply** to see a sample in the "Short Date Sample" area.

4) Click **OK** when finished.

Windows' Display Settings:

Access the Windows 'Control Panel' by opening the **Start** menu, and selecting **Settings**, and then **Control Panel**. Then, double-click **Display**, select the **Settings** tab, and set these items:

- 1024 x 768 (XGA) resolution if supported, otherwise, 800 x 600 (SVGA).
- High-colour or true-colour if supported, otherwise "256 colours";
- Small fonts (NOT large fonts). **Tip:** Click **[Advanced]** to check the font size.

Click **OK** when finished, and respond appropriately to any additional screens that appear.

Windows Authorities:

General Authorities:

+ Windows **administrator** authority is needed when installing the Guardall Director software, or setting up ports and/or modems through the Guardall Director communications software.

Windows Firewall Settings

+ Beginning with Windows XP with service pack 2 (SP2), MS Windows includes a software firewall that blocks unauthorized access through a network and/or the internet. Director software components and the ports that they use must be identified to the Windows firewall. This is covered in its own section (>>).

To Allow Database 'Backups' to a Shared Network Drive

The "MSSQL$Guardall" ** service must be started using a domain account, and that account must be given 'write' access to the specific logical drive/folder used for database backups.

** SQL Server Exception: If the Director database is being managed through SQL Server, the service/instance will be called “MSSQLSERVER” (or something else as defined by the SQL Server administrator.

Steps:

Phase 1: Director-Server PC (The PC that includes "...Director-server.exe")**:**

• From the Windows **[Start]** menu, select **Settings**, ⇨**Control Panel**, ⇨**Administrative Tools**, ⇨**Services**; • Double-click **MSSQL$Guardall** (e.g., or **MSSQLSERVER**);

• Go into **Log On** 🗀; • Select "This Account"; • **[Browse]** to and/or enter the specific domain account (e.g., Domain\AccountName); • Enter their network login password in the two boxes provided; • Click **[OK]**.

Phase 2: PC with the Shared Drive/Folder:

Run Windows Explorer, locate and **right**-click the drive or folder to be used for backups, and select **Sharing** from the pop-up menu. Then, go to **Security** 🗀, and ensure the account specified in the previous step has been given "write" permissions. Drive Formatted as NTFS: This will be required for the drive/partition as well as the specific folder, as applicable.

SQL Server Support: User 'Logins' and Passwords:

With Director ≥V4.10, your company's IT department can optionally take charge of the database under SQL Server. (This feature has also been referred to as "**Open Database**".) If you select this feature, you will be asked to enter some new passwords, or optionally enter some custom login information that was set up at the SQL Server PC.

MS SQL Server Applications: Beginning with V4.7, the Guardall Director software uses Microsoft SQL Server 2005 Express, and requires dedicated access to this component. You may not be able to run other software applications (on the same PC) that also use this component. Exception: If you select SQL Server support during the installation, the database will be managed through an MS SQL Server (2000 or 2005) PC, and you will be prompted to provide passwords that allow the Director software to connect with its database.

Other advanced database features also require user 'logins' to be defined. For a typical system (i.e., not SQL-server), these must be entered manually.

Related Topics: "**Advanced Database Features**"

Software Installation for a Fresh/New System

Notes:

Panel & Software Revisions: Beginning with v3.20, the Guardall Director software is compatible with panel firmware v2.0 and higher (although some features will require updating the panel firmware and/or modules).

Associated panels must be the same rev. level, and the Director software must typically be upgraded to the same level or higher.

Notes: Panels ≥**V3.3** are required for IP-related features. V1.x and older legacy panels must be upgraded or replaced (refer to the instructions provided with your panel upgrade kit).

Client/Server Tip: When installing a multi-PC system, the software is typically installed first at the Guardall Director server, and then at the client PCs. Note: Client PCs cannot be used until the server is up and running, and the client PCs have been identified to the server--as per references below. Client-server operation is supported through your 'activation key' and 'license-manager' software.

Director Server and Workstations: The Director server PC is not to be confused with your network server PC, or any network-related components, software, or drivers. Director Server: The (networked) PC that includes "...Director-Server.exe"; Director Client-Workstation: Any networked PC that contains the Guardall Director main program (operator client). **Tip:** With the applicable software installed, the Director server PC can also be used as an operator workstation.

Activation Key: The activation key provided with the software provides 90 days of operation with standard features. For additional features, client-server operation, or extended duration, you must run the license-manager program (after installing the software). For details, refer to "Software Activation and Licensing".

"**Cannot Open Database for Photo-badging**": If you see this when starting the Director software, (re)install the Microsoft DAO software from the Guardall Director CD (d:\Guardall Director Setup\DAO**setup.exe**).

Steps:

1) Install the new software from the CD:

- Insert the CD-ROM into the drive, and wait for the 'auto-run' installation screen to appear.

  (If the 'auto-run' screen does not appear, eject & re-insert the CD, or use the Windows Explorer to run the "**Setup.exe**" program file on your CD.)

- Respond to the screens that appear, entering any required information, and making selections that are suitable for your installation.

  Note: Some stages of the installation may take a while--with only an hour-glass displayed (be sure to let it finish).

If You are Prompted to Overwrite any existing Files: In general, you can select "Yes" to overwrite existing files. **Exception:** If the files are indicated as 'Read-Only', select "No".

Software Components: Refer to the descriptions below when deciding which software components to install:

- **Operator Client:** For each PC to be used as a Guardall Director workstation. (For a multi-PC installation, install this on the Guardall Director **server** PC as well.)
- **Communication Client:** For each PC to be associated with a panel / modem connection. (This may be used on its own, or in conjunction with other software components.)
- **Server:** For the PC that will contain the Guardall Director database--i.e., the 'server' (or only) PC.

Tip: Any or all of the software components can be selected, as applicable (although "Server" will be selected only on **one** PC.)

2) Select **[Next]** or **[Finish]** as required to complete the installation.

Install as a Service?: Select this if you want the Director components to be able to function when no one is logged into MS Windows.
V4.7: The Director-Server and Communications client are installed as a service automatically.

3) Be sure to restart your PC when prompted.
Tip: After restarting, a "DB Generator" utility will create a default start-up database for your Guardall Director software.

4) Multi-PC (Client-Server systems): Install the Guardall Director software on any additional PCs.

Cyclic-ID Codes at each **client** PC: After installing the software at each client workstation, start the software, open **Help**, **About...** and jot down the "Cyclic-ID" code, as this will be needed to 'tell' the server to allow database access for each of these workstations.

This is required for the Guardall Director software, as well as the Communications software, as applicable.

(To start the software, open the **Start** menu, select **Guardall Director V4**, followed by **Programs**, and **Guardall Director**.)

Tip: If you prefer, you can cut-and-paste the ID codes into "Notepad" or "MS Word", and use a floppy-disk to transport the file to the server PC (for registration).

Similarly, you'll need to record the "Cyclic-ID" code from the Communications software on each PC to be associated with an alarm panel connection (in addition to the Guardall Director ID/code, as applicable).

Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".
Related Topic: Serial Port / Modem Setup (Communications Manager)

If prompted for the Server Name: Enter or select the name (or IP address) associated with the server PC, and click **OK** (press **F1** if you'd like more information).

If a Device Configuration Screen Appears: If the "Direct-Cable-Connection" or modem that you'll be using has already been set up on the PC, you can select it now (press **F1** if you'd like more information). When finished with this screen, click **OK**. Otherwise, click **Cancel** to close the device-configuration screen.

Then, right-click the LCD/Telephone symbol near the right-hand end of the Windows task-bar, and select **About** from the pop-up menu.

Note: A different "Cyclic-ID" code will appear each time you open the "**Help**, **About**" screen. Any of these numbers can be used for the specific software application/PC combination.

5) When finished, be sure to place the CD in a safe place.

Note: Your software (single PC, or database server) will need to be activated as described under "Software Activation and Licensing" (default licensing is valid for 90 days only).

Client-server Note: Once the "Cyclic-ID" has been obtained from all client PCs, this information will need to be entered at the server (to activate the client PCs).

For details, refer to "Client/Server Access and Permissions".

For details on software activation and licensing, setting up a panel connection, and/or setting up a new system, skim forward through the topics that follow, carefully following the steps in any topics that apply to your type of installation.

Upgrading from an Earlier Version of Software

Attention: You can upgrade from V4.4 or newer to the latest. Older software must be upgraded to V4.6 as an initial step. Director databases V4.4x or 4.5x will be upgraded in two stages to V4.6, then to the latest version--automatically. This process can take quite a while.

Note: To upgrade after v4.7 or run the Director DB Generator utility manually, you must first shut down the Director software, and "Stop" the Director-Server service.

Notes: To upgrade after v4.7 or **run the Director DB Generator utility manually**, you must first shut down the Director software, and also "Stop" its 'services' (rather than only shutting down any service managers). **Detail:** Right-click the Director server (or communications) **Manager** near the right-hand end of the Windows task-bar, and select "Stop…". When finished, be sure to restart Windows, or both of the Director services manually (as applicable).
Related Topics. • Serial Port / Modem Setup (Communications Manager); • Client/Server Issues and the Director Server Manager

If You Need to Transfer the Database to a Different PC: Before starting the software upgrade, skip to the related section (to follow/below).

Capacity Upgrade: If you wish to upgrade your system capacities, while retaining the same revision of software, refer to "Software Activation and Licensing".

Client/Server Tip: When installing a multi-PC system, the software is typically installed first at the Director-server PC, and then at the client PCs. Director Server: The (networked) PC that includes "...Director-Server.exe"; Note: Client PCs cannot be used until the server is up and running, and the client PCs have been identified to the server--as per references below. Client-server operation is supported through your 'activation key' and 'license-manager' software.

"**Cannot Open Database for Photo-badging**": If you see this when starting the Director software, (re)install the Microsoft DAO software from the Guardall Director CD (d:\Guardall Director Setup\DAO**setup.exe**).

If you are Warned About a Certificate Problem During a Software Upgrade

Beginning with v4.72, the Director software supports validation certificates for additional security when remote operators (and/or remote communications clients) are accessing the Director server.

Being told about a certificate problem before any have been assigned can be considered normal operation.

If You Are Prompted about a Certificate Problem

Continue: To allow logging in--temporarily ignoring any problem with the server certificate.

Continue, and don't ask me again: If you will not be using validation certificates for now. Tip: This will be reset when a server certificate is assigned.
Stop: To abort the login due to a suspect validation certificate.

Also See: "Server Validation Certificates"

Typical Steps

1) Ensure your database is in sync with your system panel(s), and that you have an up-to-date 'backup' copy of the database.

For details, refer to the on-line help or User's Guide for your present version of software. Refer to: "Alarm Panel Communications and Updates", **or**; "Panel Communications and Updates", **and**; "Backing Up or Restoring the Database".

Note: With software ≥**V3.3**, you cannot upgrade directly from a database backup (you must 'restore' 1st if needed, and then upgrade the software).

When finished, shut down your Guardall Director software.

2) Install the new software from the CD:

- Insert the CD-ROM into the drive, and wait for the 'auto-run' installation screen to appear.
  (If the 'auto-run' screen does not appear, eject & re-insert the CD, or use the Windows Explorer to run the "**Setup.exe**" program file on your CD-ROM drive.)
- Respond to the screens that appear, entering any required information, and making selections that are suitable for your installation.
  + If You are Prompted to Overwrite any existing Files: In general, you can select "Yes" to overwrite existing files. **Exception:** If the files are indicated as 'Read-Only', select "No".

Software Components: Refer to the descriptions below when deciding which software components to install:

- **Operator Client:** For each PC to be used as a Guardall Director workstation.
  (For a multi-PC installation, install this on the Guardall Director **server** PC as well.)
- **Communication Client:** For each PC to be associated with a panel / modem connection. (This

may be used on its own, or in conjunction with other software components.)

- **Server:** For the PC that will contain the Guardall Director database--i.e., the 'server' (or only) PC.

Tip: Any or all of the software components can be selected, as applicable (although "Server" will be selected only on **one** PC.)

3) Select **[Next]** or **[Finish]** as required to complete the installation.

Install as a Service?: Select this if you want the Director components to be able to function when no one is logged into MS Windows.
V4.7: The Director-Server and Communications client are installed as a service automatically.

4) **Convert the previous database** for use with the new software:

Notice: If you have only a backup file (.BAK), you must perform a database restoral first.
QuickRef: Guardall Director-Repair.exe ⇨Backup/Restore ⇨**[Restore Database]**.
Related Topic: Reverting to (Restoring) a Backup Copy of the Guardall Director Database

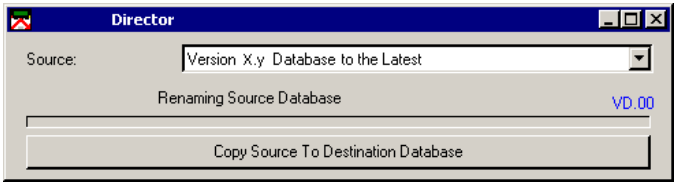
- Select **[Yes]** when asked if you wish to convert the database;

  Tip: If you wish to start the database conversion utility manually, look for "**Guardall Director-DB Convert.exe**" in the "Guardall Director Vx" folder (**not** available through the Windows [Start] menu).
- Select the database version that you are upgrading from;
- Click the large **[Copy…]** button at the bottom of the screen, and follow any additional prompts that appear. When this process is finished, click the **X** (top-right corner) to close the database update module.
- To allow the installation to finish, be sure to restart the PC when asked (and follow any additional prompts that appear).

5) Multi-PC (Client-Server systems): Install the software on any additional PCs as required.

Cyclic-ID Codes at each **client** PC: After installing the software at each client workstation, start the software, open **Help**, **About...** and jot down the "Cyclic-ID" code, as this will be needed to 'tell' the server to allow database access for each of these workstations.

Guardall Director-DB Convert.exe



- **(Source Version):** Select the database version that you are upgrading from;
- **[Copy Source to Destination…]:** Click this button to start the conversion process.

This is required for the Guardall Director software, as well as the Communications software, as applicable.

(To start the software, open the **Start** menu, select **Guardall Director V4**, followed by **Programs**, and **Guardall Director**.) **Tip:** If you prefer, you can cut-and-paste the ID codes into "Notepad" or "MS Word", and use a floppy-disk to transport the file to the server PC (for registration).

Similarly, you'll need to record the "Cyclic-ID" code from the Communications software on each PC to be associated with an alarm panel connection (in addition to the Guardall Director ID/code, as applicable). Detail: Check the Windows taskbar for an LCD/keypad symbol.

If the LCD/telephone symbol is **not** present, start the communications service as follows:
From the **Start** menu, select **Programs**, ⇨**Administrative Tools**, ⇨**Component Services**. Then, select the "**Services**" tab, locate **Guardall Director-Communication** in the list, right-click it, and select "**Start**".

If prompted for the Server Name: Enter or select the name (or IP address) associated with the server PC, and click **OK** (press **F1** if you'd like more information).

If a Device Configuration Screen Appears: If the "Direct-Cable-Connection" or modem that you'll be using has already been set up on the PC, you can select it now (press **F1** if you'd like more information). When finished with this screen, click **OK**. Otherwise, click **Cancel** to close the device-configuration screen.

Then, right-click the LCD/Telephone symbol near the right-hand end of the Windows task-bar, and select **About** from the pop-up menu.

Note: A different "Cyclic-ID" code will appear each time you open the "**Help**, **About**" screen. Any of these numbers can be used for the specific software application/PC combination.

6) When finished, be sure to place the CD in a safe place. Reminder: If is best to perform a database backup right away. For details, refer to "Backing Up or Restoring the Database".

Notice: After upgrading, previous database 'backups' may not be supported. Perform a new database backup right away. For details, refer to "Backing Up or Restoring the Database".

Note: Your software (single PC, or database server) will need to be activated as described under "Software Activation and Licensing" (default licensing is valid for 90 days only).

Client-server Note: Once the "Cyclic-ID" has been obtained from all client PCs, this information will need to be entered at the server (to activate the client PCs). For details, refer to "Client/Server Access and Permissions".

Additional Steps/Related Topics

For details on software activation and licensing, setting up a panel connection, and/or setting up a new system, skim forward through the topics that follow, carefully following the steps in any topics that apply to your type of installation.

If You Need to Transfer the Database to a Different PC

(i.e., changing the Guardall Director-server PC)

Activation Key and Licensing

If the database is transferred to a different PC, the 'activation key' (on the back of the PC) must be transferred with it, and the software licensing upgrade must be performed on that PC (after upgrading the software as described previously/above).

For details on upgrading your software licensing, refer to "Software Activation and Licensing". {button ,Alink(License, , ,)} View Topic

If the communications client (modem/panel connection) is being transferred as well:

- Go into each defined "Communications Pool", and remove all devices (on the left side of the screen), and then delete all devices (on the right side of the screen).
  Refer to: Communication Pools for System Panels
- Ensure the new/replacement modems and/or "Direct-cable-connections" have been:
  + Set up under Windows on the new PC, and;
  + Added through the communications software, and;
  + Updated in any applicable "Communication Pools".

  Refer to: "New Installation? Try the Wizard!", or "Panel Connection Overview".

A "Could not make call" or "Serial Cable on COMx not Available" error is an indication that the items above have not been dealt with.

Typical Steps:

Notice: This pertains to a typical system (i.e., not using SQL server). If switching to a SQL-server-managed installation, the database will be transferred automatically by the installation program (or DB generator).

Related Topics: Advanced Database Features

If upgrading from V4.4 or Newer: In this case, you need to work from a current 'backup' (.BAK file) of the existing database, which must be 'restored' and then converted using the new software.

Attention: You can upgrade from V4.4 or newer to the latest. Older software must be upgraded to V4.6 as an initial step. Director databases V4.4x or 4.5x will be upgraded in two stages to V4.6, then to the latest version--automatically. This process can take quite a while.

1) Perform a backup with the existing Director software.

QuickRef: Guardall Director-Repair.exe ⇨Backup/Restore🗀 ⇨**[Backup Database]**.
Related Topic: Backing up or Restoring the Database

2) Copy the backup (BAK file) to somewhere on your network, or onto a

CD-R, etc., and then transfer it to the new PC (any suitable folder);

3) Install the (**new**) Director software on the new PC (including generating a default database);

4) Perform a database restoral;

QuickRef: Guardall Director-Repair.exe ⇨Backup/Restore ⇨**[Restore Database]**.
Related Topic: Reverting to (Restoring) a Backup Copy of the Guardall Director Database
Notice: Do NOT start the Director software yet.

5) Convert the restored database for use with the new software.

QuickRef: Guardall Director-DB Convert.exe.
Related Topic: See step **#4** under "Upgrading from an Earlier Version of Software", previous/above.

If Not Upgrading: If you are transferring your existing version of Guardall Director (≥**v3.3**) to a different PC, perform the following steps:

1) Perform a backup with the existing Director software.

QuickRef: Guardall Director-Repair.exe ⇨Backup/Restore ⇨**[Backup Database]**.
Related Topic: Backing up or Restoring the Database

2) Copy the backup (BAK file) to somewhere on your network, or onto a CD-R, etc., and then transfer it to the new PC (any suitable folder);

3) Install the Director software on the new PC (including generating a default **4)**
A **Director.XDF** file was created during the installation. Copy this file to the folder that contains your transferred BAK file.

Source XDF file location:

- Windows XP: C:\Documents and Settings\All Users\Application Data\Director, **or**;
  C:\Documents and Settings\All Users**.Windows**\Application Data\Director

5) Perform a database restoral using the existing Director software;

QuickRef: Guardall Director-Repair.exe ⇨Backup/Restore ⇨**[Restore Database]**.
Related Topic: Reverting to (Restoring) a Backup Copy of the Guardall Director Database

DCOM Setup (Required for Client-Server Guardall Director Systems):

Beginning with v4.7, the Guardall Director software no longer uses DCOM, and it does not require any DCOM set up.

Firewall Settings (e.g., Windows XPsp2)

Beginning with XPsp2, MS Windows includes a 'firewall' that blocks unauthorized access through a network or the internet. Proper operator requires Director software components to be identified to the firewall. (This is done through the Windows 'Control Panel' – which will require someone with 'Administrator' authorities on each specific PC.)

Note: If 'Windows Firewall' is not listed in the Windows Control Panel, then this section does not apply.

Locator (Select / Enter this): **[Start]**, ⇨**Run**, ⇨type "**Control**", and click **[OK]**.

Double-click "**Windows Firewall**", and then select the following items:	**Required for the Director Server** (PC w/ Director-server.exe)	**Required for Workstation PCs**
General Tab: • On (recommended)	**Yes**	**Yes**
Exceptions Tab: Ensure the following programs and ports have been added and selected in the list: **[Add Program]:** • Guardall Director.exe; • Guardall Director-Communication.exe; • Guardall Director-Server.exe; • Guardall Director-Server Manager.exe; **[Add Port]:** • TCP ports 80 and 443. (This is needed only for remote downloading and client/server operation across the internet.) After adding items to the list, ensure they are all selected in the list (✓) before clicking **[OK]** to close the screen:	**Yes**	**Yes** **Note:** As applicable. Director-server and Server Manager will not apply.

Software Activation and Licensing

Software "Activation Key"

System capacities and types of expansion / application modules supported depends on your software licensing, which is managed through a small 'activation key'.

Activation Key: The Guardall Director software uses a small 'activation key' to manage software licensing and optional features. This device must be plugged onto the PC that contains the software database (≥**V4:** USB connector; ≤**V3.3.2:** Parallel/printer port; **V3.3.3:** Either).

Note: Director software ≥**V4** **will not start up** if the USB key is missing.

Activating Your Software

The Director USB Security Key or "HASP" must be registered or the Director Program will stop operating!

Your software (activation key) comes pre-enabled to operate for 90 days with standard features.
For additional features, client-server operation, or extended duration, you must run the license-manager program.

Attention: License validations cannot be done over the phone. As well, for sites with NO access to the internet, software activation keys must be registered ahead of time. For details, see "If you Have Access to the Internet from a Different PC Only", to follow/below.

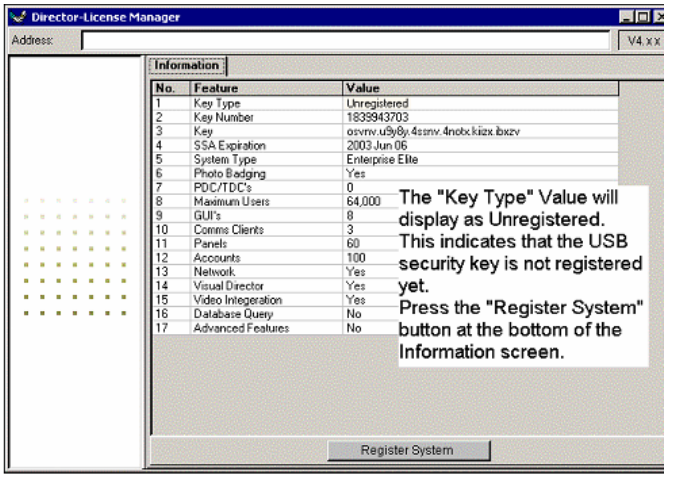
Dealer Code and Password

Before you begin, you will need a Dealer code and password that must be entered in the Licensing Manager's Registration Information.

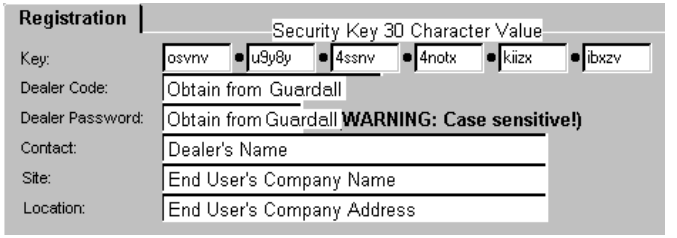
The Dealer code and password can be obtained from Guardall by calling +1 905.206.8436.

Please perform the following procedures to obtain a new validation key number and register the security key.

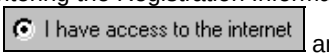
- After the Director program has been installed, run the version 4 License Manager program (Director **Server** PC if client-server):
  [Start] ➔ Programs ➔ Guardall Director V4 ➔ Guardall Director – License Manager.
- The "Information" screen will open supplying a list of system features that are enabled or not enabled that were included with the system.


Director-License Manager
Address:
V4.x.x
Information
No. Feature Value
1 Key Type Unregistered
2 Key Number 1833943703
3 Key osvnv.u9y8y.4snnv.4nobx.kiizx.ibxzv
4 SSA Expiration 2003 Jun 06
5 System Type Enterprise Elite
6 Photo Badging Yes
7 PDC/TDC's 0
8 Maximum Users 64,000
9 GUI's 8
10 Comms Clients 3
11 Panels 60
12 Accounts 100
13 Network Yes
14 Visual Director Yes
15 Video Integeration Yes
16 Database Query No
17 Advanced Features No
The "Key Type" Value will display as Unregistered. This indicates that the USB security key is not registered yet.
Press the "Register System" button at the bottom of the Information screen.
Register System

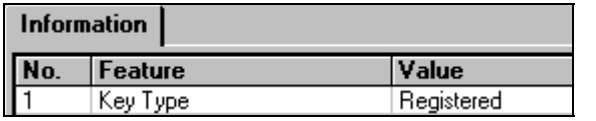
- The "Registration" screen will display. Enter the information beginning with the Dealer Code.



If you HAVE Access to the Internet on This PC

- After entering the Registration Information and Internet Access is available on the Director host PC, select: 

and press the “Next” button.
- The License Manager will connect with the Licensing Server over the PC’s Internet connection, to register the key. After a few minutes, a message should appear that the procedure was successful and your validation Key value will be automatically changed.
- Press the “Done” button at the bottom of this screen.



- The Information screen will display again with the Key Type Feature Value listed as “Registered”
- You can now exit License Mgr. and the Director program will be fully functional.

If you Have Access to the Internet from a Different PC Only

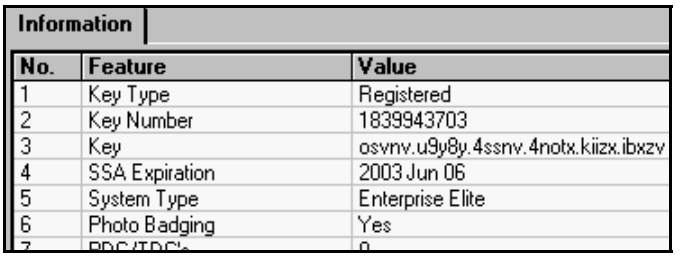
- Select:

and then the “Next” button.
- A message will appear with instructions for connecting to the Internet Server at another PC that does have Internet Access.
- If there is a printer connected to the Director host PC, press the “Print…” button at the bottom of the Dealer Information screen.
- The key value and Dealer Info will print out or, if no printer is available, write the information down.
- Take this information and the Director version 4 installation CD to a computer that does have Internet access.
- Run the CD and run the “Secure License Agent” from the CD’s directory.
- Select the “Register” button and enter the key value and Dealer Info. in this Registration screen. Press the “Next” button.
- The License Agent will connect with the Licensing Server over this PC’s Internet connection and if successful, a new validation key value should display where the old one was. Record this new key value. Close the Secure License Agent and remove the Director installation CD.
- Take the new key value back to the host Director PC running the License Mgr. and enter the new key value in place of the old one in the Register screen. Press “Next”. A success message should appear. Press “Done” and the Information screen will display the Feature Key Type Value as “Registered”.
- Close the License Manager and the Director program is now fully functional.

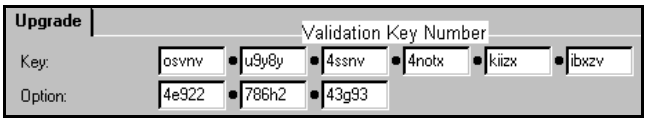
Upgrading Your Software (Adding Optional Features)

To enable the upgraded functionality, you will need to register your system and obtain a new validation key number. The following registration procedures are available with Director Version 4. NOTE: This process must be repeated for each feature added.

- After the Director program has been installed, run the version 4 License Manager program (Director **Server** PC if client-server):
  [Start] ➔ Programs ➔ Guardall Director ➔ Guardall Director – License Manager.
- This Information screen will appear displaying your current system settings.

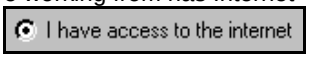


- Click **[Upgrade System]** at the bottom of this screen.
- The Upgrade screen will now display.
- Enter the 15-character option number provided with your software upgrade, in groups of 5, in the "Option" boxes supplied.



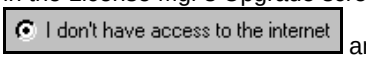
You can now exit License Mgr. and operate the Director normally.

If you HAVE Access to the Internet on This PC

- If the PC you are working from has Internet Access, select: 

- Press the "Next" button at the bottom of this screen. The License Manager will connect with the Licensing Server to register your upgrade. After a few minutes, a message should appear that the procedure was successful and your 30 character, validation Key number will be automatically changed.
- Press the "Done" button at the bottom of this screen.
- The Information screen will display again with your new option enabled.

If you Have Access to the Internet from a Different PC Only

- If you do not have access to the Internet on the Director PC, after entering the option number in the License Mgr's Upgrade screen, select: 

and press "Next".
- Follow the information that is displayed regarding using the "License Agent" on the v4 Director's installation CD on another PC with Internet access to obtain a validation key number.

March Networks R4-R5 DVR Support

Beginning with Director software v4.7, March Networks R4 and R5 DVRs are supported via optional licensing.

Note: Playback for video events is NOT supported for March R4 DVRs.

To activate this feature, perform the following steps:

1) Activate Your license option

This is described in the preceding topic: "Software Activation and Licensing" (<<).

2) Install the March DVR Drivers

a) On the Director CD, locate the folder: **d:\…Director Setup\March R4 (or R5)**.

b) Double-click to run the exe file located in that folder.
(e.g., **…DVR_SDK.exe**).

c) Click **[Next]** and/or **[Finish]** as necessary to move through the screens that appear while leaving all available selections at their default values.
(**Do NOT change any settings.**)

d) Follow any additional instructions that appear.
(Restart the PC only if prompted to do so.)

Note: If you will be working with R4 **and** R5 DVRs, be sure to run both of the exe files--in any order that you prefer.

Network USB HASP Key (Director ≥V4.51)

Introduction:

This optional feature allows running the Director software on a PC that doesn't support a USB HASP key directly. This feature uses a special HASP key, and is supported beginning with V4.51 of the Director software.

Instructions:

Before installing or upgrading the Director Software:

1) Insert this USB Network HASP key on any suitable PC on the network.

2) Install the HASP license manager software on that PC.

Detail: Locate the "**HaspHL License Manager**" folder on the Director CD, and run the file "**LMsetup.exe**" therein.

3) Respond as desired when asked if you wish to install it as an application, or as a service.

Tip: Installing as a service means that the HASP license manager software will start automatically when the PC/OS is restarted, and that it will work whether anyone is logged in or not.

4) Ensure the HASP license manager software is running on its PC.

5) Now, go ahead and install the Director Software (≥V4.51) on its PC.

Note: The Network HASP key and Director PC must be on the same network 'subnet'.

Tip: Before upgrading an existing installation, ensure that you have a current backup of the Director database.

Remote Software Download and Remote Access (≥V4.7)

Introduction

Beginning with v4.7, you can download the Director (client) software across a network, or

via the internet for installation on a remote PC. This replaces the previous web browser feature, and supports all features--instead of a limited subset.

Requirements

Tip: The server(s) and remote clients must be the same revision. If you try to log onto a newer server, you'll be asked if you'd like to automatically download a software update.

To Download the Software

Director-Server PC

- You need to know the IP address (or public name) of a PC where the Guardall Director-server software (≥V4.7) has been installed.
- That PC must be running, and the Director-server service must not have been 'stopped'.
- Port 80 must be 'open' on the network, and any firewalls must NOT be set to block downloading.

Remote/Your PC

- You must have access to the Director-Server PC--through a network, or the internet.
- You must be using Internet Explorer v6 or higher, and its internet security must not be set to block downloading. Locator: Tools, ⇨Internet Options, ⇨Security.

To Use the Director Software Remotely

Director-Server PC

- To log in, you need to know the IP address (or public name) of a Director-Server PC (≥V4.7).
  Tip: This can be an IP address, or a name (FQDN). Contact your IT rep. for assistance if needed. For remote access (different PC) with certificate authentication, this value must be as supported by the certificate.
  More: Server Validation Certificates
- The Director-server PC must be running, and the Director-server service must not have been 'stopped'.
- Port 443 must be 'open' on the network, and any firewalls must be made aware of the Director software components.
  Details: Firewall Settings (Windows ≥XPsp2)

Remote/Your PC

- You must have access to the Director-Server PC--through a network, or the internet.
- If connecting out through a proxy server, some additional information must be included when logging into the Director-server (domain, user name, and password for the client PC's proxy-server).
  (For these and other proxy settings, get an 'IT' person to help you.)

Downloading and Installing the Software

1) Launch your Internet Explorer browser.
2) In the address bar, type: "http://" (without the quotes), plus the IP address (or public name) of the Director-server PC (e.g., 111.222.333.444), and press Enter.
3) Follow the instructions that appear to download and install the Director (operator client) software.

Tip: If you have trouble downloading, try the following:
• Close and re-open your IE browser;
• In the browser, go to: Tools, ⇨Internet Options, ⇨General (tab), ⇨Temporary Internet Files: [Settings]. Then, select "Every Visit to the Page", and click [OK].

Client/Server Issues and the Director Server Manager (v4.7)

Problems? See "Troubleshooting", to follow/below.

Introduction

For systems with client-server licensing, the Guardall Director database can be on one PC, and accessible from multiple client workstations--either on a single network, or through an internet connection. Various licensing options are available to support different numbers of client connections.

Tip: The server(s) and remote clients must be the same revision. If you try to log onto a newer server, you'll be asked if you'd like to automatically download a software update.

Database connections are managed through the Director Server software--which is installed

as a service so it starts automatically with the Windows operating system. A typical Director installation uses SQL server Express (included). You also have the option of managing the database on any PC running the full SQL Server software (initially, 2000 or 2005).

Permissions can be set to determine which features will be available. This is done separately for each client PC (under "[Management], ⇨PC Access, ⇨Client Permissions"), and then for each specific operator (via "[Management], ⇨Operator, ⇨Operator Permissions").

Requirements

- **Software Key:** The Director server PC includes a USB activation key that must be present before any connection to the Director database can occur. If this key is missing, no one will be able to log into the Director software.

- **Cyclic-ID:** All client software must be identified to the Director server PC. This is done by obtaining a "Cyclic-ID" value at each client PC (under "Help, ⇨About"), and then entering those values at the Director server PC (under "[Management], ⇨PC Access, ⇨Client Access").

- **Ports / Firewall Settings:** For PCs using a personal firewall (e.g., Windows XPsp2), Director software components must be identified to the firewall. To connect to the Director server via the internet, ports 80 and 443 must also be "open" on the network. Check with your network people to ensure this is dealt with.

Details: Firewall Settings (Windows ≥XPsp2)

- **Service Manager Settings:** Typically none needed.

Exception: To access the Director-server on a different PC, the server location must be identified through the server manager.

The Director-Server manager

Beginning with Director v4.7, the Director Server is installed as a 'service', so it starts automatically with the Windows operating system. The Director Server manager provides access to various settings and tasks pertaining to the Director Server.

Locator: Right-Click the LCD/Folder Symbol on the right-hand edge of the Task-Bar

- **Start Server:** Select this to restart the Director-Server service (e.g., after stopping it previously).
- **Stop Server:** Select this to stop the Director-Server service.

  Attention: Stopping the server service is NOT recommended while any panel updates are in progress.
- **Server Language:** Some of the text for detailed audit reports comes through the Director-server (in the language of the last operator who was logged in). This selection allows temporarily changing the language as desired.
- **Server Location:** Typically, leave this as "127.0.0.1". To access "Director-server" on another PC, enter the network "computer name" or "IP Address" here.

  Tip: This can be an IP address, or a name (FQDN). Contact your IT rep. for assistance if needed.
- **Proxy Configuration:** Provides settings used to connect out to Director-server on another PC via the internet through a proxy server. Typically not used.

  Settings: "**Proxy Type**" (select "None" if not using this feature), "**Domain**", and a "**User Name**" and "**Password**" that has suitable permissions on that domain. (For these and other proxy settings, get an 'IT' person to help you.)
- **Manager Language:** This allows changing the language for this menu and subsequent screens.
- **About:** This shows the version number and other information for the Director-server manager.
- **Exit:** This shuts down the Director-server manager, while leaving the Director-server service in its present state.

Tip: This service manager will be available again the next time someone logs into the Director-server PC.

To restart it manually, go to: [Start], ⇨(All Programs), ⇨Programs, ⇨**Startup**, and select **Guardall Director-Server Manager**. (This can also be found under (e.g.) **C:\Program Files\Guardall Director V4**.)

Troubleshooting

Start-up of the Guardall Director-services (Director server or communications) may be delayed or blocked in certain situations. If you suspect this, you can use the Windows "Event Viewer" to see what's going on.

Locator: [Start], ..**Run**, .."eventvwr", **[OK]**. Then, go to the "Application" node, and double-click error messages to look for ones pertaining to Director services (Director server or communications).

Client/Server Access and Permissions

Licensing: Client-server operation is optional, and must be selected though the license-manager software.
For details on upgrading your licensing, refer to "Software Activation and Licensing" (previous).

Server Validation Certificates (≥V4.72)

Introduction

Beginning with v4.70, the Director software uses secure IP-based communications between the server and client PCs. As an extra measure of security, Director ≥V4.72 allows the use of "certificates" for server validation with client/server operation. **These can be obtained through your dealer.**

Certificate validation occurs whenever someone (or the communications service) initiates a connection with the Director server. You may also be told there is a problem with the certificate before one has been assigned. This is normal.

If You Are Prompted about a Certificate Problem

Continue: To allow logging in--temporarily ignoring any problem with the server certificate.

Continue, and don't ask me again: If you will not be using validation certificates for now. Tip: This will be reset when a server certificate is assigned.

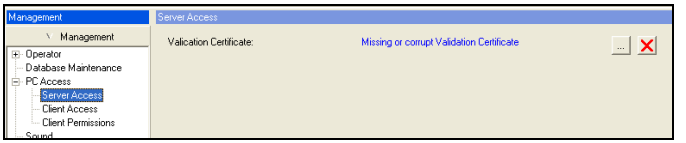
Stop: To abort the login due to a suspect validation certificate.

Also See: + Client Access (Allowable Client List)
+ Secure IP Communications

Assigning a Certificate to the Director Server

How to Get Here (Locator)

Select **Server Access** from the MyTools bar, **or** from the 'tree', select **[Management]**, **PC Access** (+), and **Server Access**.



Steps / On This Screen

- **Validation Certificate:** This area shows details on the certificate file that is presently in effect for this server.
- **[…]** (Add Certificate)**:** Click this to browse for, and assign a certificate. (VVC file).
- **[X]** (Remove Certificate)**:** Click this to unassign the certificate that is presently in effect.

Also See (To assign for each Communication Client)**:** ⇩

Client Access (Allowable Client List)

Tip: This is not needed (does not apply) for communications client software on the same PC as the Director-server.

Allowable Client List

In a client/server system, client workstations are given access to the central database by

identifying them to the server. (After installing the Guardall Director software at the server and client workstations.)

Note: This requires obtaining a "Cyclic-ID" code from the Guardall Director software running on each client PC (main program, and the communications module).

Communications Client Software: Client access pertains separately to communications client software, although the concept of permissions does not apply (i.e., you need to obtain the 'Cyclic-ID' code from the communications client software and 'register' it here as an allowed client, but the permission setting is ignored).

Director Server and Workstations: The Director server PC is not to be confused with your network server PC, or any network-related components, software, or drivers. Director Server: The (networked) PC that contains the Guardall Director database, and the database-server component of the Director software;

Exception: For systems managed under SQL server, the Director-server PC contains the "... Director-Server.exe" software module, and the Director database will be stored on the MS SQL server PC;

Validation Certificate for each Communication Client

For secure IP panel communications and reporting/monitoring via HSC-IP, Director ≥V4.72 allows the use of "certificates" as an extra measure of security.

These can be obtained through your dealer.

Note: Certificates appear here only for communications clients, and apply only for secure (encrypted) IP communications.

More: Secure IP Communications

Obtaining the "Cyclic ID" Codes from Each Client PC

A security code must be obtained from each client PC that is to be given access to the Guardall Director database.

(This is required for the Guardall Director software, as well as the Communications software, as applicable.)

After installing the software at each client workstation, start the software, open **Help**, **About...** and jot down the "Cyclic-ID" code, as this will be needed to 'tell' the server to allow database access for each of these workstations. (To start the software, open the **Start** menu, select **Guardall Director V4**, followed by **Programs**, and **Guardall Director**.)

Tip: If you prefer, you can cut-and-paste the ID codes into "Notepad" or "MS Word", and use a floppy-disk to transport the file to the server PC (for registration).

Similarly, you'll need to record the "Cyclic-ID" code from the Communications software on each PC to be associated with an alarm panel connection (in addition to the Guardall Director ID/code, as applicable).

Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".

Related Topic: Serial Port / Modem Setup (Communications Manager)

If prompted for the Server Name: Enter or select the name (or IP address) associated with the Director-server PC, and click **OK** (press **F1** if you'd like more information).

If a Device Configuration Screen Appears: If the "Direct-Cable-Connection" or modem that you'll be using has already been set up on the PC, you can select it now (press **F1** if you'd like more information). When finished with this screen, click **OK**. Otherwise, click **Cancel** to close the device-configuration screen.

Then, right-click the LCD/Telephone symbol near the right-hand end of the Windows task-bar, and select **About** from the pop-up menu.

Note: A different "Cyclic-ID" code will appear each time you open the "**Help**, **About**" screen. Any of these numbers can be used for the specific software application/PC combination.

Adding a Client PC to the List

Select **Client Access** from your MyTools bar, **or** select **[Management]** in the 'tree', open the **PC Access** branch, and select **Client Access**. Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Details for one item at a time;
Grid View: All defined items in a list.

Now, click **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu.

Alternative: You can also select a blank/grey item from the list (Forms view: bottom of the window).

Now, refer to the selection-descriptions for this screen while entering and/or selecting your desired settings.

Viewing or Changing the Listed Name or "Cyclic ID" for a Client PC

Select **Client Access** from your MyTools bar, **or** select **[Management]** in the 'tree', open the **PC Access** branch, and select **Client Access**. Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

(In 'Forms' view, select the desired item at the bottom of the window. **Tip:** You can also use the 'browse' buttons to scan through the listed client PCs, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*).

(In Grid view, scan the list as desired. **Tip:** You can resize or maximize the window as desired, or use the bottom scroll-bar to view additional columns.)

Then, refer to the selection-descriptions for this screen while viewing or changing settings as desired.

Testing for Database Access from a Specific PC

Once a client PC has been added here, it should have access to the database as long as the "server" PC is running. Simply go to the specific PC, start the Guardall Director software, and attempt to login.

For client-server login details, refer to the applicable topics under "Welcome to Guardall Director".

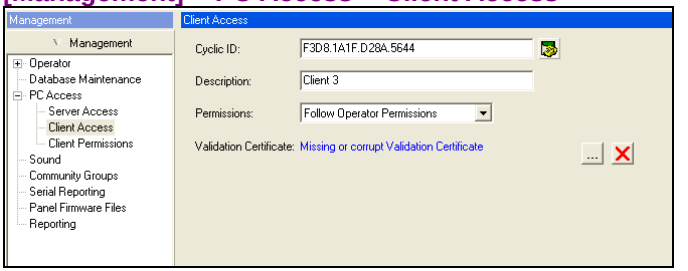
Blocking Database Access to a Specific Client (Deleting a Client from the List)

Select **Client Access** from your MyTools bar, **or** select **[Management]** in the 'tree', open the **PC Access** branch, and select **Client Access**. Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

(In 'Forms' view, select the desired item at the bottom of the window. **Tip:** You can also use the 'browse' buttons to scan through the defined items.

Now right-click the specific client (a blank area if in forms view), and select **Delete**. When asked to confirm, select **Yes**.

[Management] ⇨PC Access ⇨Client Access



- **Client Description** (bottom of form)**:** This is where you select a client workstation (or communications client) to view or edit. This area shows the name of each defined client workstation;
- **Cyclic ID:** This is a 16-digit number obtained from each Guardall Director client PC (under "**About...**" from the **Help** menu on each specific PC).

  Tip: To check that you entered a correct value, click **[Save]** on the toolbar, and watch for the symbol to change (see below).

  Note: A different number will appear each time you open the "**Help**, **About**" screen. Any of these numbers can be used for the specific PC.
- **Symbol / Icon:** This indicates the type of software associated with each "Cyclic-ID" that you enter. (Click the **Save** button on the toolbar, and watch for the symbol to change.)

  ✖: This indicates an invalid ID-code, or that the other PC is not presently available through the network;
  LCD Keypad Symbol: This indicates a client workstation (Guardall Director software);
  Communications Symbol: This indicates the communications software (to allow a panel connection).

You can count the number of each type of symbol, and compare this against the number allowed as per your software licensing.

To check the number of software and communications clients allowed, open the **Help** menu, select **[About...]**, and then **[License Info.]**.

- **Description:** This is any suitable text to describe the specific workstation.
- **Permissions:** This selects a (previously-defined) permission-set to determine what features will (or will not) be available through

this specific client workstation (for operators who also have permission for each specific feature).

Tip: If no permission-sets are listed, this means they need to be set up. Follow Operator Permissions: Select this if feature-access is to be limited only by the permissions assigned to each operator.

Communications Client Software: The permission setting does not apply to communications client software (this setting will be ignored).

Related Topics:

Operator Permissions

Scheduled Event Filtering for Operators

Setting Up Client Permissions (to follow).

- **Validation Certificate:** This area shows details on the certificate file that is presently in effect for this communications client.

  Notes: This applies only for secure (encrypted) IP communications. If this is left blank, any certificate assigned for the server will be used if needed (see previous/above). This would typically apply to smaller systems.

- **[...]** (Add Certificate)**:** Click this to browse for, and assign a certificate. (VVC file).

- **[X]** (Remove Certificate)**:** Click this to unassign the certificate that is presently in effect.

More: Secure IP Communications

Also See: Assigning a Certificate to the Director Server (previous/above).

Setting Up Client Permissions

Introduction

'Client permissions' allow blocking (or granting) access to individual features for all operators at each client workstation.

Tip: For each specific item, click once to allow **viewing** only (magnifying glass), or click again to allow viewing and **editing** (pencil). If you click a 3rd time, this will clear the selection.

Note: Client (PC) permissions work in conjunction with permissions assigned to each specific operator. (i.e., a feature will be available only if allowed for the PC and the specific operator.

Related: Management ⇨Operator ⇨Operator Permissions

Communications Client Software: Client permissions do not apply to communications client software.

Locator:

Select Client Permissions from your MyTools bar, **or** select **[Management]** in the 'tree', open the PC Access branch, and select Client Permissions. Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Note: Forms view is generally recommended here.

Setting Up a New Permission-Set

See "Locator" (previous). Then, click **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu.

Alternative: You can also select a blank/grey one (or "New Item") in the list (Forms view: bottom of the window).

See the selection-descriptions for this screen while entering and/or selecting your desired settings.

Viewing or Changing Selections for an Existing Permission-Set

See "Locator" (previous). Then, select the desired item at the bottom of the form.

Tip: You can also use the 'browse' buttons to scan through the listed items, or use the 'Find' and 'Find Next' buttons (binoculars) to search by name (or 1st few characters--e.g., nam*).

See the selection-descriptions for this screen while viewing or changing settings as desired.

If you Need to Delete a Permission-Set

Before attempting to delete a permission-set, you must first check to ensure that it is not assigned to any client PCs (and assign a different one as necessary.)

The simplest way to do this is to:

- Select Client Access from your MyTools bar, **or** select **[Management]** in the 'tree', open the PC Access branch, and select Client Access.
- Switch to 'Grid' view (click **Grid** on the toolbar).
- Scan through the list, checking for the specific permission-set in the list;

- Assign a different permission-set to any operators as required.

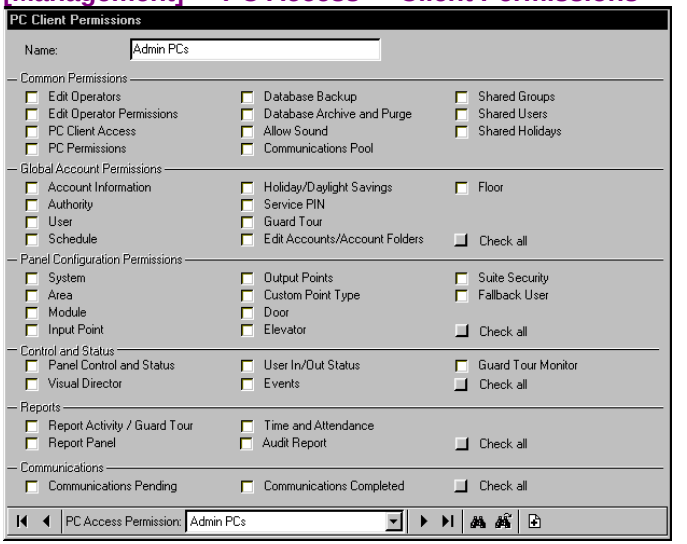
Now, select Client Permissions from your MyTools bar, **or** select **[Management]** in the 'tree', open PC Access, and select Client Permissions. Then, use the **Grid** / **Form** toolbar-button to select your preferred view-mode.

Forms view: Details for one item at a time;
Grid View: All defined items in a list.

In 'Forms' view, select the desired permission-set at the bottom of the window. Then, right-click a blank portion of the screen and select **Delete**. When asked to confirm, select **Yes**.

(In Grid View, right-click the desired permission-set in the list, and select **Delete**. When asked to confirm, select **Yes**.)

[Management] ⇨PC Access ⇨Client Permissions



Legend/Reminder:
Magnifying Glass: Permission to **view** the item.
Edit Only (question mark with pencil): Permission to make a draft/pending edit that will not take effect until approved by another operator with "Approve and Save" permission.
Approve and Save (✓): Permission to approve and save changes made by someone with "Edit Only" permission.
Pencil: Permission to view and add/delete/**edit** the item.

Pick-List (bottom of the form)

- **Client Permission:** This is where you select a permission-set to view or edit. This area shows the name of each defined permission-set to use with client software;

On This Form

- **Name:** A suitable name/description for this permission-set (such as "Admin PCs").

Common Permissions

- These are permissions pertaining to the entire system (such as editing operators, backing up the database, etc.);

Global Account Permissions

- Management tasks such as editing users, schedules, holidays, etc., plus working with guard tours.

Panel Configuration Permissions

- Selections pertaining to setting up areas, and the physical items in a system (sensors, doors, etc.)

Reports

- Issuing the various types of reports: Activity reports, viewing or printing programmed settings (panel config.), etc.

  Panel Config. Reports: This requires the specific panel configuration permissions as well.

Communications

- Selections pertaining to panel communications, monitoring, and "Visual Director" (maps and cameras) -- ≥V4.0 software.

New Installation? Try the Wizard !

Users Shared Across Multiple Accounts: Beginning with Director V4.20, groups of users (and holidays) can be set up once, and then applied to multiple accounts. If your system will include these features, be sure to skip these topics (plus authorities) in the wizard.

Beginning with V4.0 of the Guardall Director software, you can let a helpful "Wizard" lead you through some common tasks.

Check the new **Tools** menu to see the Wizards that are available. In V4.0 there is one that helps you connect with a panel (Communications Wizard), and one that leads you through setting up a new system (Configuration Wizard).

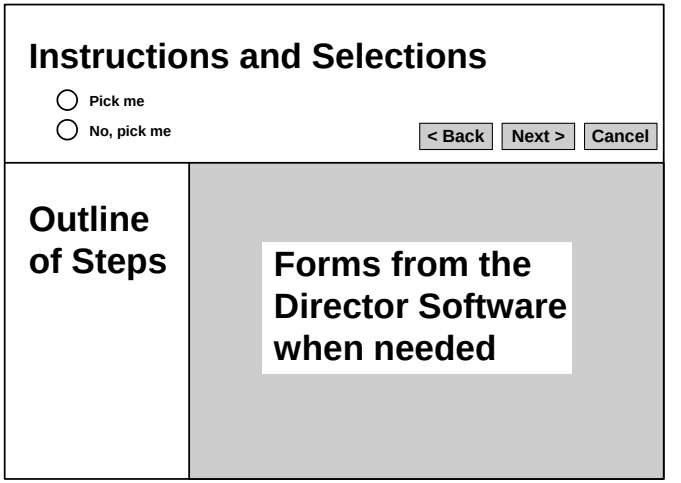
Whenever Guardall Director screens (forms) are shown in the wizard, you can click the **[Help]** button provided (or press **F1**) to get details on the displayed settings.

Wizard Permission: To use the Wizard, your operator permissions must grant "Permission Type: All permissions" for the specific account folder.

Also See: "Operator Permissions"

The Wizard

(Locator: **Tools** menu)



Panel Connection Overview

Beginning with V4.0 Guardall Director, you can use the Communications Wizard to set up and initiate communications with a panel. For more information, refer to "New Installation? Try the Wizard!"

Connections Supported (≥V4.4)

Line Type / Comms Type	HSC	IP or secure IP	Bell 103	External 56k modem	W.W. modem (w/o STU) - xL panels	W.W. modem (w/ STU)-- xL panels	Parallel STU only (xL panels)	Direct cable connection
Director initiated comms session	--	Yes	Yes 4	Yes 2	Yes 5	Yes 5	--	Yes 3
Panel-initiated config upload	--	Yes	Yes 4	No / Yes 2	Yes 5	Yes 5	--	--
Panel initiated to transmit events to Director	--	Yes	--	No / Yes 2	--	--	--	--
Panel transmit to Central Station	Yes	Yes (SIP)	Yes 1	--	Yes	Yes	Yes	--

1 Bell 103 to central station: Can be used by itself, or as backup to HSC/SIP reporting.

2 External modem connection: Connection (and panel group) must be dedicated to one panel only.
xL (narrow) Mainboards: RS485 only. Dial-out to Director only via IP connection.
ISM Mainboards: For dial-out to director via external modem, the modem connection must be RS232.

3 xL (narrow) mainboards: Direct connection via RS485.
ISM mainboards: Direct connection can be via RS232 (with no support for external modem) or RS485.

4 Max. feature-set 3; (300 users).

5 Max. feature-set 7.

Welcome

The following is a quick outline of the steps needed to set up a panel connection. For details on each step, refer to the indicated section, and look for headings that apply to your present task, and type of connection.

Browsing for Topics: You can also browse forward through the remaining topics, and follow the sections that pertain to your present task and type of connection.

IP Network Connections

Secure / encrypted and regular IP connections are also supported for panel communications through a network, or across the internet.
More: "IP Connectivity".

Panel & Software Revisions:

Beginning with **V3.20**, the Guardall Director software can connect with panels **V2.0** and higher.

Note: Associated panels must be the same rev. level, and the Director software must typically be upgraded to the same level or higher.

Steps

1) Install/Setup Modems and/or Direct-Cable Connections

Ensure the windows "Direct Cable Connections" and/or modems have been set up on each applicable PC.

IP Connections: This step is not needed for an IP connection.

For a panel that connects directly (through a cable), refer to "PC-to-Panel—Direct Connection" in addition to any wiring instructions for your hardware.
For a dial-up modem connection, refer to "PC and Panels—Modem Connections" in addition to any wiring instructions for your hardware. **Note:** Modems require additional set-up as described in the indicated section.

2) Make Your Software Aware of Modems and Direct-Cable-Connections

Ensure the communications service is aware of your modems and serial (or IP) connections to be used for panel communications.

For details, refer to "Serial Port / Modem Setup (Communications Manager)".

Note: This step requires administrator authority under Windows.

3) Set Up a "Communications Pool"

Set up a "Communications Pool" for your panel, and assign the connection that was selected in the preceding step. This screen is accessed through the **Communications** section in the 'tree' window.

Tip: The very first communications pool for a brand new system is set up automatically. When adding panels, the communications pools must be set up manually. For details, refer to "Communication Pools for System Panels".

4) Enter Your "Connection Configuration" Settings (Panel Group screen)

Enter the "Connection Configuration" settings for your panel (including selecting the 'Communications Pool' that was set up in the previous step. These settings appear on a "Connection" tab after selecting your "**Panel Group**" in the tree. (Logical Tree View must not be in effect.)

Tip: For a brand new system, these values are set up automatically. (Exception: The phone number for a dial-up connection must be entered manually). When adding panels, these items must be set manually.

For details, refer to "Panels, Panel Groups, and Related Settings".

5) Enter Basic Communication Settings (System Configuration screen)

Go to: **System**, ->**Communication**, ->**Configuration** (tab), to enter basic settings needed for panel communications. This will include the panel serial number, a non-zero "Panel Code", and other desired settings. IP connections will include an IP address, and a port number.

For details, refer to "Monitoring, Paging, & Remote Mgt. Settings".

6) Panel Settings (Account Information)

Select these items under Account Information:
• Account Type; • Panel Operating Mode; • Panel Version; • Feature Set.

For details, refer to "Account-Wide Panel Settings".

Actual Panel Version: The software will recognize this during the 1st communication attempt, and display it in the "System" configuration screen. Related topics:
+ "System Settings for each Panel".
+ "Panel Communications and Updates".

Feature Set: This determines your system capacities. The maximum supported feature-set is based on your software licensing. Related topics:
+ "System Capacities".
+ "Software Activation and Licensing".

See Also (Related Topics):

Setting up a New System (Commissioning)

For a brand new system, you'll need to enter items, and configure the system for desired operation.

For details, refer to "Setting up a New System (Commissioning)".

Update or Synchronize Panel(s) (Panel Communications Session)

Once the connection has been configured, you can set up a 'panel communications session' to transfer settings or synchronize your software with specific panel(s).

For details, refer to "Panel Communications and Updates".

Make a 'Backup' Copy of Your Database (to protect against data loss)

To protect against data loss (i.e., having to re-enter information), you'll need to make a 'backup' copy of your database.
For details, refer to "Backing up or Restoring the Database".

IP Connectivity

Secure IP Communications (≥V4.72)

Introduction

Guardall Director systems support communications through a secure IP connection.

This can be:

- Utilized through a network, or via the internet.
- Used for central monitoring (HSC-IP), panel⇔PC communications, and/or client/server communications.

Operation

General

Secure IP communications is encrypted, and allows the use of validation certificates for additional security. Certificate problems may be logged as an alarm/event, and also in the Windows event viewer.

For Client/Server Operation

Server validation certificates are checked when each operator logs in (and when the communications service starts up). If there is a problem with the certificate, the operator will be notified, and given these choices:

If You Are Prompted about a Certificate Problem

Continue: To allow logging in--temporarily ignoring any problem with the server certificate.

Continue, and don't ask me again: If you will not be using validation certificates for now. Tip: This will be reset when a server certificate is assigned.

Stop: To abort the login due to a suspect validation certificate.

For Communications and Monitoring

Communications certificates are checked whenever a panel connection is attempted. Similarly, HSC-IP monitoring certificates are checked whenever an IP connection to the receiver is attempted.

IP modules can be set to ignore validation certificates. Otherwise, communications for an invalid network location will be blocked.

- **Software and Firmware versions:**

Item	Client/Server via Secure IP	Panel⇔PC via Secure IP	Monitoring via HSC-IP
Director software	V4.70 (w/o cert's) v4.72 (full)	≥ V**4.72**	≥ V**4.72**
IP Module firmware	n/a	HSC-IP module ≥ **V4.0**	HSC-IP module ≥ **V4.0**
Panel Firmware	n/a	≥ **V4.40**	≥ **V 4.49**
Receiver (Central Station)	n/a	n/a	**R1000 receiver** (check for latest firmware)

Requirements:

- **Panel Wiring:** Each system panel must have its own IP board. (Panels cannot be chained together on one IP board.)

(Although--with software and firmware versions indicated above--a single HSC-IP module can be used for both features at the same time.

- **Networking Ports:** The Director software requires exclusive access to port **443**, and this port must NOT be blocked on the network.

Set-up Overview:

- **Hardware:** The IP module (and receiver) must be set up--as applicable. Refer to the documentation for the specific version of IP module or receiver.
  e.g., HSC-IP Module v4: **21-3691x**
  e.g., R1000 Receiver: **21-3690x**
- **Certificate Files:** **Obtain through your dealer.**

  Assign for the Director Server:
  [Management], PC Access (+), **Server Access**.
  Details: Server Validation Certificates

  Assign for each Communication Client:
  [Management], PC Access (+), **Client Access**.
  Details: Client Access (Allowable Client List)

  Assign for a Receiver (Monitoring via HSC-IP):
  Refer to the programming guide for the receiver.
  e.g., R1000 Receiver: **21-3690x**
- **Director Software:**

  Client/Server via Secure IP: No set-up needed.
  Exception: If connecting out through a proxy-server, some proxy information must be entered in the login screen. **Get an 'IT' person to help you with this**.

  Panel⇔PC via Secure IP:
  1) "Encrypted IP" must be selected for the Communications Device, Communication Pool, and Panel Group.
  More: Panel Connection Overview

  2) Configuration, ->System, ->Communication.
  All settings as usual, plus:
  Interface IP Address: This is the IP Address or name (FQDN) for the panel's IP interface--which must also be as supported by the certificate. Contact your IT rep. if you need assistance.
  Interface IP Port: 443 (typical).

  Monitoring via HSC-IP:
  Configuration, ->System, ->Communication, ->SIP / HSC: **SIP Mode:** SIP over IP.

Note: Firmware rev. levels, plus IP module set-up will determine the use of HSC-IP protocol.

Basic IP Connections / Older Firmware

Note: The Director software is backward-compatible with existing IP connections. These are not recommended for use on a public domain.

Beginning with version **3.30**, the Guardall Director software allows connecting to a panel through an IP connection (LAN/WAN), and/or reporting to a central monitoring facility through an IP connection (SIP reporting).

The PC-to-panel connection via IP does not require any specific revision of panel firmware. The SIP reporting feature requires v3.30 panel firmware or higher.

IP connections include an IP interface board that must be properly set up for use with the Guardall Director system.

All details on setting up an IP connection are documented separately. For full details, refer to the instruction manual included with your IP interface board.

Tip: This may also be available on the Director CD as a printable/viewable 'PDF' file.

Panel & Software Revisions: Guardall Director software **V3.2** and higher can connect with panels **V2.0** and higher.

Associated panels must be the same rev. level, and the Director software must typically be upgraded to the same level or higher.

Exception: V3.3 panels OK with V3.20 software (if IP-related features are not needed).

PC-to-Panel—Direct Connection

Panel & Software Revisions: Guardall Director software **V3.2** and higher can connect with panels **V2.0** and higher.

Associated panels must be the same rev. level, and the Director software must typically be upgraded to the

same level or higher. Exception: V3.3 panels OK with V3.20 software for this type of connection (i.e., non-IP).

Physical Wiring

For details on the physical PC-to-panel connection, please refer to the wiring instructions for your panel and any connection kit or DB adapter.

Windows Direct-Cable-Connection Setup

To allow connecting to panels through a physical cable, you must ensure that support for this has been installed and set up through your MS Windows.

(Windows XP):

Note: Windows treats a 'direct-cable-connection' the same as a modem.

1) (Shut down Guardall Director if applicable).
2) From the Windows **Start** Menu, select **Settings**, **Control Panel**, and **Phone and Modem Options**.
3) Select the "Modems" tab, and click **[Add]**.
4) Select "Do not detect...", and click **[Next]**.
5) Under "Standard Modem Types", select "Communications Cable between two computers", and click **[Next]**.
6) Select the serial port (COMx) that the cable will be using, and click **[Next]**.
7) Click **[Finish]**.
8) In the next screen, click **[OK]** to close the screen. Note: The name of the direct-cable-connection will be set as "Communications Cable between two computers".

Also See (Related Topics):

"New Installation? Try the Wizard!"
"Panel Connection Overview"
"Setting Up a New System (Commissioning)"
"Panel Communications and Updates

PC and Panels—Modem Connections

Tip: For details on the types of modems supported, refer to "PC Issues and Software Installation".

Panel & Software Revisions: Guardall Director software ≥**V3.2** can connect with panels ≥**V2.0**. Associated panels must be the same rev. level, and the Director software must typically be upgraded to the same level or higher. Exception: V3.3 panels OK with V3.20 software for this type of connection (i.e., non-IP).

PC Modem Installation or Connection

Ensure that any PCs to be used for dial-up panel communications have the required modem(s) available, or install additional modem(s) as necessary. Systems with multiple dial-up panels should generally have at least two modems available (or more as needed, depending on the system communications requirements).

For an external modem (that sits on the PC or desk), connect to an available serial port using a standard serial cable (with the appropriate size 'DB' connector at each 'end').

Notes: A typical cable will be DB9-female to DB25-male (check your PC and modem to verify your requirements). Standard modem cables are available in lengths up to 15 m (50 feet). **Attention:** Do NOT connect using a "null-modem" cable or "file transfer" cable. DB9 to DB25 adapters can be used if needed. (Ensure all 9 pins are connected—some 'mouse' adapters cannot be used).

Once connected to the computer, the modem simply plugs into a standard telephone jack using a telephone extension cable. **Note:** Modems require a direct/analogue telephone line.

Windows Modem Setup

When a new modem is installed on a Windows PC, the Windows software will normally detect the new device, and lead you through some simple installation steps. An installation CD or diskette may also be provided with the modem.

If a new modem is not recognized, you can go into the windows Control Panel and select "**Add New Hardware**", and follow the prompts that appear. **Note:** Older modems may not meet compatibility requirements for "Plug-and-Play" installation. In this case, you may be able to use an installation diskette provided with the modem (or the modem may need to be upgraded or replaced).

Once the modem is installed and recognized under Windows, you need to set a couple of items through the Control Panel as follows:

- Open the Windows **[Start]** menu, and select **Control Panel**.
- Open Phone and Modem Options (double-click).
- In the next screen, select the **Modems** tab.
- Select your modem in the list, and click **[Properties]**.
- In the **Modem** tab, ensure the "Maximum Speed" is set to 38400 or higher.
- In the **Advanced** tab, enter the following text as a modem initialization string: **ATS7=140.**
  Tip: Uppercase as shown; 0 = zero.
  Purpose: This allows for a longer 'phone number' (e.g., with pauses, long distance access codes, etc.)
- When finished, click **[OK]** as needed to close the screens.

Tip: Be sure to repeat the preceding steps for any additional modems (on any applicable PCs).

Note: The steps described in the next section are **not** required for a modem associated with a Guardall Director PC (since the settings are handled by the Director software and/or Windows operating system).

Panel Modem

xL panels (narrow mainboard) use a plug in modem module that do not require any special set up--other than general communications selections including setting the "Modem Type", under "*Your Account*, ⇨Configuration, ⇨System, ⇨Communication".

ISM panels (square mainboard) use a built-in modem/dialler for small accounts, or an external modem that requires special set-up to allow it to work correctly with the panel. For details on wiring and modem set-up, refer to the Hardware or Commissioning guide for your panel.

Tip: PDF files for manuals are included on the Director CD.

Note: External modems pertain to panel-to-PC communications only. Messages are transmitted to a central monitoring facility through the built in (or modular) modem and/or an IP connection (≥V3.3 panels), or high-security communications--HSC (via Mark7/DVACS service in Canada).

Serial Port / Modem Setup (Communications Manager)

Beginning with V4.0 Guardall Director, you can use the **Communications Wizard** to set up and initiate communications with a panel. For more information, refer to "New Installation? Try the Wizard!"

To manually set up a panel connection, refer to "**Panel Connection Overview**".

The initial topics in this section provide general information and details on starting the communications software module. To go directly to the details on making ports and modems available to the communications software, browse forward to the heading entitled "Add Modems and Serial Cables to be Used for Panel Communications".

Note: Setting up ports and/or modems through the communications software requires administrator authority under Windows (since data needs to be written to the "registry").

The Communications Software

To manage panel communications, the Guardall Director program uses separate communications software on each PC to be connected to a panel or modem.

The modem(s) and connections you'll be using to connect with system panel(s) must be added here. (For details, refer to "Add Modems / Connections for Panel Communications", to follow/below.)

Before You Begin: Each direct cable connection or modem to be accessed by this software must have been previously set up under MS Windows.

For details on setting up a panel connection, refer to:

- "PC-to-Panel—Direct Connection", **or**;
- "PC and Panels—Modem Connections", **or**;
- "IP Connectivity".

Note: To allow panel communications, the Guardall Director 'activation' key must be present on the Director PC (Director-**server** PC if applicable; ≥**V4:** USB connector, ≤**V3.3.2:** Parallel/printer port, **V3.3.3:** Either).

In a multi-PC system, the Director-server PC and software must be running as well. For more information, refer to "Client/Server Issues and the Director Server Manager (v4.7)" (a previous section).

Client/Server Operation

For a multi-PC installation, the communications software can be run on its own if desired. This allows utilizing ports / connections on other PCs—regardless of whether or not they are running the Guardall Director software.

In a client-server system, the panel connection set-up must be done on each specific PC to be associated with a modem and/or panel(s).

Licensing: Client-server operation is optional, and must be selected though the license-manager software. For details on upgrading your licensing, refer to "Software Activation and Licensing".

All communications modules (running on client PCs) that are to be allowed access to the database must be identified to the server. This is done using a "Cyclic-ID" code that can be found by right-clicking the LCD/Telephone symbol on the right-hand end of the taskbar, and selecting **About**. To register this value at the Director-server PC, refer to "Client/Server Access and Permissions".

Start Up the Communications Software

Beginning with v4.7, the Director-communications software is installed as a **service**. This means it will start automatically whenever the PC or operating system is restarted.

At **each** PC associated with the specific panel connection(s), check to ensure the communications service is running:

Detail: If the LCD/Telephone icon on the Windows taskbar is black-and-white (colour = running), start the communications service by right-clicking the icon, and selecting "Start Communications".

Related Topic: Serial Port / Modem Setup (Communications Manager)

If prompted to set the "Server Location", refer to the "**Server Location**" description (to follow), while selecting or entering the server name or 'IP' address. (Click **Login** when finished.)

To ensure the software started: Re-check the task-bar to ensure the LCD/Telephone symbol appears in colour on the right. ("Start Communications" should also appear 'greyed-out' in its right-click menu.)

If "Cannot Connect to Server" appears: This may mean that you mistyped the "Server Location", or that the Director-server PC and/or software is not running. **Tip:** For more information, refer to "Client/Server Issues and the Director Server manager".

Problems? See "Troubleshooting", to follow/below.

Identifying the Server to a PC Running only the Communications Software

Open the Windows task-bar (move your mouse to the bottom-right of the screen), right-click the LCD/Telephone symbol, and select **Server Location**.

If this symbol is not present: Start up the communications software as described previously / above.

If the right-click menu does not appear: This may mean that the Director-server PC or software is not running, or the activation key is not installed on the server (or only) PC.

Then, refer to the "Server Location" description (to follow) while selecting or entering the server name or 'IP' address. (Click **Login** when finished.)

If an error message appears, refer to the notes under "Start Up the Communications Software on each Applicable PC", previous / above.

On a typical Guardall Director workstation, the server is identified during login.

Add Modems / Connections for Panel Communications

Open the Windows task-bar (move your mouse to the bottom-right of the screen), right-click the LCD/Telephone symbol, and select **Port Configuration**.

When the 'Device Configuration' screen appears, right-click the screen and select **Add**.

Then, refer to the details for the "Port / Device Configuration Screen" while making your selections. When finished, click **Save**.

Why Can't I Change Items after Saving? You cannot edit saved settings for a comms device. If settings need to be changed, you must delete the specific modem or cable-connection, and then re-add it with the new settings. (See "If you Need to Delete..." to follow.)

After adding the desired modems and cable-connections here, they must be included in a "Communication Pool".

Exception: With a brand-new installation, the first 'Communications Pool' is set up for you.

To set up a communications pool, refer to "Communication Pools for System Panels".

If the database is ever **transferred** to another PC: You must ensure that either:

- Any previously referenced modems and/or "Direct Cable Connections" have been set up on the new PC, **or**;
- The equivalent on the new PC have been installed, added through this (comms) software, and included in any applicable "Communications Pools".

For details, refer to "New Installation? Try the Wizard!", or "Panel Connection Overview".

If you Wish to Remove an Item (modem or connection) from the List

Before deleting, check to ensure the item is **not** presently being used by an active communications session.

For details, refer to "Panel Communications and Updates", and "Communication Pools for System Panels".

Removing an item through the port/device configuration screen does not delete it from the PC. Rather, it removes references in the software for the specific item.

Note: In a client-server environment, communications sessions can be initiated from **any** Guardall Director workstation.

Now, open the Windows task-bar (move your mouse to the bottom-right of the screen), right-click the LCD/Telephone symbol, and select **Port Configuration**.

When the 'Device Configuration' screen appears, right-click the desired cable-connection or modem, and select **Delete**.

Final Steps:

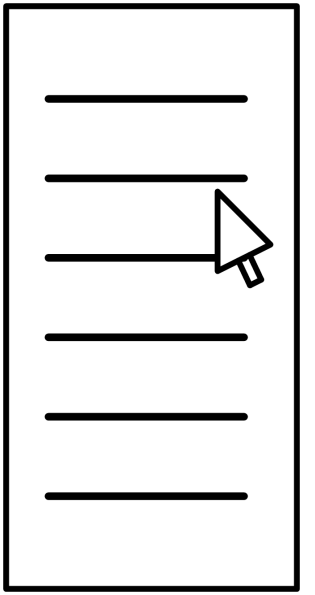
- Add any cable or modem connection(s) if required to replace the deleted one.
  For details, refer to:
  - "PC-to-Panel—Direct Connection", **or**;
  - "PC and Panels—Modem Connections"
- Check the 'communication pools' to ensure they have the desired connections assigned.
  For details, refer to "Communication Pools for System Panels".

Troubleshooting

Start-up of the Guardall Director-services (Director server or communications) may be delayed or blocked in certain situations. If you suspect this, you can use the Windows "Event Viewer" to see what's going on.

Locator: [Start], ..**Run**, .."eventvwr", **[OK]**. Then, go to the "Application" node, and double-click error messages to look for ones pertaining to Director services (Director server or communications).

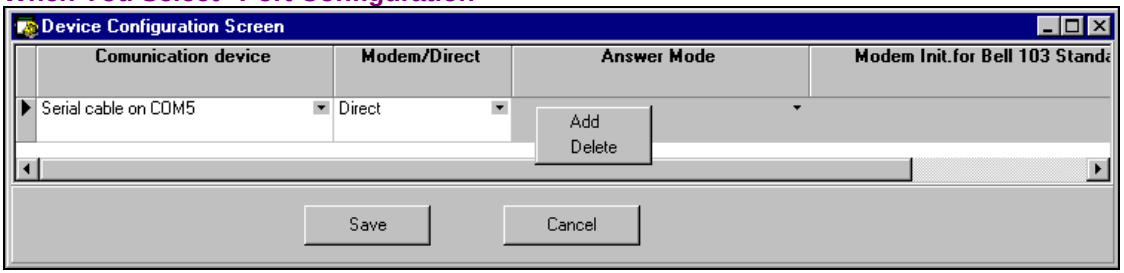
(Right-Click the LCD/Telephone Symbol on the right-hand edge of the Task-Bar)



- **Start Communications:** Select this to restart the Director-Communications service (e.g., after stopping it previously).
- **Stop Communications:** Select this to stop the Director-Communications service.

  Attention: Stopping the communications service is NOT recommended while any panel updates are in progress.
- **Port Configuration:** Allows adding direct-cable-connections and modems for use with the Guardall Director software (for details, refer to the next screen, as needed).

When You Select "Port Configuration"



(These must have been already been set up under MS Windows.)

- **Debug Screen:** This selection is for internal use only;
- **Server Location:** This identifies the Director-Server PC--by its IP-address, or name (FQDN).

  Tip: This is typically 127.0.0.1 (i.e., where the Director-server is on the same PC as the communications client). Contact your IT rep. if you need assistance.
- **Proxy Configuration:** Provides settings used to connect out to the Director-server via the internet through a proxy server.

  Settings: "**Proxy Type**" (select "None" if not using this feature), "**Domain**", and a "**User Name**" and "**Password**" that has suitable permissions on that domain. (For these and other proxy settings, get an 'IT' person to help you.)
- **Manager Language:** This allows changing the language for this menu and subsequent screens.
- **About:** Shows the revision level of the Guardall Director communications software, and provides access to licensing details. As well, a "Cyclic-ID" code is shown here that allows registering the communications software at the server PC (in a client-server system).

  For details on software licensing, refer to "Software Activation and Licensing".

  To register the communications software for use on the specific PC, jot down the "Cyclic-ID" code, and then refer to "Client/Server Access and Permissions".
- **Exit:** This shuts down the Director-Communications manager, while leaving the Director-Communications service in its present state.

Tip: This service manager will be available again the next time someone logs into this PC.
To restart it manually, go to: [Start], ⇨(All Programs), ⇨Programs, ⇨**Startup**, and select **Guardall Director-Communications Manager**. (This can also be found under (e.g.) **C:\Program Files\Guardall Director V4**.)

When You Select "Port Configuration"

- **Communication Device:** The 'Serial Cable Connections and modems that have been installed under MS Windows on this PC. Select the desired one to use with a panel connection.

  IP Connections: Secure and regular IP connections are also supported.
  More: IP Connectivity"

  Tip: The right-click menu provides "**Add**" and "**Delete**" selections for utilizing additional connections on this PC, or deleting ones that are no longer needed.

  Note: Parallel connections (LPT ports) do not apply to this application.
- **Modem/Direct:** Whether the selected 'communications device' is a modem, a direct-cable connection, or an IP connection;
- **Answer Mode:** A setting for modems that tells the software if it will be communicating with a standard (external/high-speed) modem, or a panel's built-in Bell 103 (300-baud) modem/dialler.

  Bell 103 Connections: This requires a USR Sportster 56K modem at the PC. As well, due to speed considerations, Bell 103 connections are supported only in smaller systems ("Feature Set" 1, 2, or 3: one panel / up to 300 users per account). To set the 'feature-set', refer to "Account-Wide Panel Settings".
- **Modem Init. for Bell 103 Standard:** An "initialization string" (start-up settings) to be used for a "Bell 103" connection. Select a suitable one from the list for your modem.
- **Device Status:** Whether or not the selected communications device is properly recognized by MS Windows.

- **Line Status:** Whether or not an active panel connection is presently using the specific cable or modem connection.

Also See (Related Topics):
"New Installation? Try the Wizard!"
"Panel Connection Overview"
"Setting Up a New System (Commissioning)"
"Panel Communications and Updates

Communication Pools for System Panels

Beginning with V4.0 Guardall Director, you can use the **Communications Wizard** to set up and initiate communications with a panel. For more information, refer to "New Installation? Try the Wizard!"

About Communication Pools

"Communication pools" allow the Guardall Director software to manage panel communications. Each 'pool' can contain a direct-cable-connection, or one or more modems or IP connections.

IP Connections: Secure and regular IP connections are also supported.
More: IP Connectivity"

Including more than one modem in a 'pool' allows modems to be shared for multiple panels / accounts. Communication pools also allow selecting groups of modems on phone lines with preferred rates to specific locations.

Tip: The first communication pool for a new single-account system is set up automatically. When adding panels, the communications pools must be set up as desired.

Note: A communication pool **cannot** contain multiple direct-cable-connections, or different types of connections at the same time.

Adding a Modem or Direct-Cable-Connection to the Selection List

(i.e., if your cable / modem / device is not in the list)

a) Ensure your modem(s) and/or direct-cable connections have been set up (i.e., are available under MS Windows).

For details, refer to: "PC-to-Panel—Direct Connection", or "PC and Panels—Modem Connections" (as applicable).

b) Then, ensure your software is aware of the modem(s) and other connections (i.e., by "Adding" them through the Communications Software).

For details, refer to "Serial Port / Modem Setup (Communications Manager)".

Adding and Setting up a Communication Pool

Select **Communications Pool** from the MyTools bar, **or** click **[Communications]** in the 'tree', and select **Communication Pool**.

Now, click **[+]** at the bottom of the form, or right-click the form, and select **Add New** from the pop-up menu.

Alternatively: You can select "New Pool" from the list at the bottom of the window. **Note:** Grid view does not apply to this screen.

Then, refer to the selection-descriptions for this screen while entering a suitable name, and adding the desired item(s) to the 'pool'.

If a modem or direct-cable-connection is not listed (that has recently been added through the communications software), click **[Refresh]** on the toolbar.

Tip: Your settings will be saved automatically when you move to a different screen, or select a different 'pool'.

After being configured here, communications pools can then be assigned to specific 'Panel Groups'. For details, refer to "Panel Groups and Connection Settings".

Viewing or Changing Selections for a Communication Pool

Select **Communications Pool** from the MyTools bar, **or** click **[Communications]** in the 'tree', and select **Communication Pool**.

Now, select the desired 'pool' from the list at the bottom of the window.

Note: Grid view does not apply to this screen.

Then, refer to the selection-descriptions for this screen while viewing or changing selections as desired.

Tip: Your changes will be saved automatically when you move to a different screen, or select a different 'pool'.

Removing an Item from a Communication Pool and/or from the List of Available Items

To remove a modem or direct-cable-connection from a 'pool', select the item under "Devices in Pool", and click **[Remove]**.

To delete an item from the list of available choices, select the item under "Devices not in Pool", and click **[Delete Device]**.

Note: Deleting an item here is similar to deleting it through the communications software. To add a replacement connection to the list of choices, refer to "Adding a Modem or Direct-Cable-Connection to the Selection List" (previous/above).

Deleting a "Communication Pool"

Before deleting a 'pool', check to ensure it is not presently being used by a panel communications session:

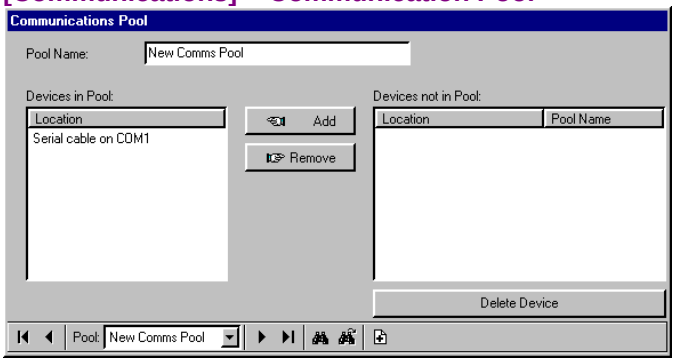
Select **Communications** from the MyTools bar, **or** click **[Communications]** in the 'tree', and select **Pending/Online**. Now, for each active communications session (selected at the bottom of the screen), click the panel group near the centre of your screen, and view the 'Comms Pool' and 'Results' information on the right.

Note: Do **not** delete a 'pool' that is found to be in use. For more information on communications sessions, refer to "Panel Communications and Updates".

To proceed, select **Communications Pool** from the MyTools bar, **or** click **[Communications]** in the 'tree', and select **Communication Pool**. Select the desired 'pool' at the bottom of the window. Then, right-click the screen and select **Delete**. When asked to confirm, select **Yes**.

After deleting a communications pool, check to ensure that your panel groups have the desired communication pool assigned. For details, refer to "Panel Groups and Connection Settings".

[Communications] ⇨Communication Pool



- **Pool** (bottom of form)**:** This is where you select a communications 'pool' to view or edit. This area shows a reference number assigned by the system, and the name of the 'pool', once defined;
- **Pool Name:** This is a suitable description for the 'pool' such as "PC XYZ Direct-Connect", "Bell 103 Calls (300 baud)", or "0.12 per minute to Asia".
- **Devices in Pool:** The communications devices that have been added to this 'pool'.

  A communications pool can contain one 'direct-cable-connection', or one or more modems or IP connections. It cannot contain different types of connections at the same time.
- **Devices not in Pool:** These are available modems and direct-cable (or IP) connections that can be added to a communication pool.

  For connections to be available, they must have been set up under MS Windows, and added through the communications software. For details, refer to "Adding a Modem or Direct-Cable-Connection to the Selection List" (previous/opposite).

  Client/Server Systems: Connections can be set up through any Guardall Director workstation on the network. (The list will show modems and cable-connections from all PCs.)

(Buttons)

- **[Add]:** This allows adding a modem, direct-cable, or IP connection to the current communications 'pool'. (Select the desired item under "Devices not in Pool", and then click **[Add]**.)
- **[Remove]:** This allows removing a communications device from the current

'pool'. (Select the desired item under "Devices in Pool", and then click **[Remove]**.

- **[Delete Device]:** This allows deleting a connection/device from the list of selections.

  Note: Deleting an item here is similar to deleting it through the communications software. To add a replacement connection to the list of choices, refer to "Adding a Modem or Direct-Cable-Connection to the Selection List" (previous).

Also See (Related Topics):

"New Installation? Try the Wizard!"
"Panel Connection Overview"
"Setting Up a New System (Commissioning)"
"Panel Communications and Updates

Setting Up a New System (Commissioning)

Note (≥v4.10): If you wish to use SQL Server to manage your database, refer to **"Advanced Database Features"**

Welcome

There are a number of ways to set up a new system:

Enter the information yourself

- Using the Wizard (Try It!)
  Menu: **Tools**, ⇨**Configuration Wizard**
  Related Topic: "New Installation? Try the Wizard"
- Form by form on your own (described in this section--to follow);

Upload the Data from a Panel that Has Already been Set up (Get from Panel)

- For details, see "**Importing Settings from an Existing Guardall Director System Panel**" (in a following section/below);

Transfer the Data from Elsewhere

- Manually import data from a text file (**Caution:** Your file must be structured properly.);
  Menu: **File**, ⇨**Import Users**
  Related Topic: "Manually Importing User-Data From a Text File"
- Automated card import (interfacing with an ERM system);
  Menu: **[Management]**, ⇨**Database Maintenance**, ⇨**User Import**🗀
  Related Topic: "Automated User-Import (Used for: ERM Integration)"

Additional Things you Need to Do

- Activate any optional features, and extend your software expiry date;
  Menu: **[Start], Programs, Guardall Director-License Manager.exe**
  Related Topic: "Software Activation and Licensing"
- (For client-server systems): Identify the client PCs to the Director-Server PC;
  Menu: **[Management]**, ⇨**PC Access**, ⇨**Client Access** Related Topic: "Client/Server Access and Permissions"

Before You Begin (Form-by-Form Data Entry)

Do I Need an LCD Keypad?: Setting up a new system/panel does **not** require an LCD keypad to be installed. (You only need to know the serial number of each main panel and expansion module--look for a small hand-written label on the back of each circuit board.) Transferring settings from an Existing Panel: In this case, you **will** need an LCD keypad to view (or set) the "Panel Code" (**S001:5**) and "Third-Party Password" (**S005:1**). **Note:** The "Panel Code" must be set to a non-zero value.

1) This section assumes that your system devices (panels, expansion modules, doors, and sensors) have already been installed, or that someone else is installing them.

Note: If you do require details on physical installation of a system components, refer to the

Commissioning or Installation Guide for your system, in conjunction with the installation instructions provided with each physical device.

2) If your Guardall Director **software** has not been installed yet, **or** if you are upgrading from an earlier version of software, refer to "PC Issues and Software Installation".

3) The provided 'activation key' needs to be plugged onto the server (or only) PC. (≥**V4:** USB connector; ≤**V3.3.2:** Parallel/ printer port; **V3.3.3:** Either).

The activation key provides 90 days of operation with standard features. For additional features, client-server operation, or extended duration, you must run the license-manager program. For details, refer to "Software Activation and Licensing".

Note: For a **client-server** installation where you'll be working from a separate client PC, you'll also need to identify this PC (and other client PCs) to the server. For details, refer to "Client/Server Access and Permissions".

4) If you wish to transfer settings from an xL main panel that was programmed through a system LCD keypad, refer to "Importing Settings from an Existing Guardall Director System Panel", to follow / below.

5) For each main panel, and expansion / application module (POD) in the system, you will need to know the device's serial number so it can be correctly identified to the software.

Tip: The serial number for each device can typically be found on a hand-written label on the device's circuit board.

6) You must be aware of how the facility is to be divided into 'Areas', if applicable. In general, this will typically pertain to departmental divisions, or any other major divisions where different monitoring characteristics are to be in effect, and/or where a different set of users are to have access.

Note: If you need more information on this, find out from the installation co-ordinator, building manager, or other contact at the site.

7) For basic testing of access-control functions, you will need at least one access card / token with a known "ID" number (and optional 'PIN' number).

Basic Settings for Testing, and Panel Communications

Nothing feels better when setting up a new system than that first "Access Granted". If your system does not include door control, the equivalent might be verifying that first motion sensor as being monitored only when the area is armed (On), or checking system status through a system (LCD) keypad.

The steps that follow provide the 'minimalist' approach to entering basic settings, and getting you communicating with a panel so you can transfer the information, and test for basic operation.

Tips: In general, look for the sub-topic that refers to "**Adding**..." in each referenced section. As well, for initial testing, you can typically leave all settings at the factory default values.

Basic Account and Device Settings for Initial Testing

Step (Do This):	For details, refer to:
1) Set up the operators required to complete this task, along with their associated permissions.	"Operators...", and "Operator Permissions". Also: "Client/Server Access and Permissions"
2) Multi-Account Systems: Set up account folders and accounts as desired.	"Working with Accounts and Folders (multi-account systems)"

3) Set these items under "Account Information": • Account Name; • Account Type; • Panel Operating Mode; • Panel Version; • Feature Set.	"Account-Wide Panel Settings..."

For system security, you may also wish to change the default 'service PIN'.
Tip: Be sure to log the new Service PIN somewhere, and/or select one that is easy to remember.

4) Rename the default 'Panel Group' and Panel name if desired, or set up new ones as required for additional panels.	"Panels, Panel Groups, and Related Settings"

Tip: You can leave any panel communications settings as-is for now.

5) If the site includes access-controlled doors and/or elevators, be sure to specify the format of the access cards/tokens.	"System Card-Access Settings"
6) If you wish to initially test any scheduling features, be sure to create at least one schedule for testing purposes.	"Schedules for User-Access and Area Automation"
7) Ensure at least one "Area" has been set up to allow testing your initial basic configuration.	"Areas and Related Settings"
8) Ensure one sample user "Authority Level" is available to allow testing access-control and other user-related features.	"Authorities for Users/Entrants"
9) Define one system "User" (with sample access card/token) to allow testing access-control and other user-related features.	"Users (Entrants / Panel Users)"
10) From the installed devices, select one LCD keypad module, one door controller module (if applicable), and one point expansion module, and define these items through the software.	"Modules (PODs)"
11) Similarly, select 1-3 doors, and monitored sensors, and create entries for these items.	"Doors, Readers, and Related Settings", and "Input Points—Monitored Sensors".
12) Select which system (equipment) conditions are to be monitored or ignored. **Tip:** This helps to avoid unnecessary signalling at area keypads.	"Equipment Settings (Pseudo / Internal Inputs)".

Settings Required for Panel Communications

Step (Do This):	**For details, refer to:**
13) Set up all items as required for connecting with the panel.	"Panel Connection Overview"

Step (Do This):	For details, refer to:
14) Set up and activate a "Send to Panel" communications session with the specific panel(s).	"Panel Communications and Updates"
15) After the data is transferred, test that the sample card can unlock the applicable door(s).	For details on using a system LCD keypad for various tasks, refer to the xL (panel/keypad) User's Guide.

Finish Data Entry for All Devices, Areas, and Desired Operation

With basic data entry and testing completed, now you can define the rest of the devices in the system, and customize settings for desired operation. Your database of 'Users' will need to be entered as well.

For a large system, you may wish to divide the user-list and system devices into manageable 'chunks'—so you can keep track of what's been done, and what still needs to be done as you go along.

Tip: You may wish to set up any required "Schedules" right-away, since they can be assigned to user-authorities, areas, and readers.

For more information, refer to the "Administration" and "Configuration" chapters in the table of contents (at the front of this guide).

Importing Settings from an Existing Guardall Director System Panel

Panel & Software Revisions: Beginning with **V3.20**, the Guardall Director software can connect with panels **V2.0** and higher.

Associated panels must be the same rev. level, and the Director software must typically be the same level or higher. Exception: V3.3 panels OK with V3.20 software (if IP-related features are not needed).

For an existing Guardall Director system that had been programmed locally (without software), the settings from a single panel can typically be imported into the software. Typical steps appear below.

Note: These steps pertain to sites that were programmed through a system **keypad**. For a site being upgraded from an earlier version of Guardall Director software, refer to "Upgrading from an Earlier Version of Software".

1) Before You Begin: Obtain this information from a service person for the site.

- **+** The panel serial number (**S005:0**, or check for a small hand-written label).
- **+** The "Panel Code" / Account UID (**S001:5**) and "Third-Party Password" (**S005:1**).

Be sure to write down the information above, as it will be needed in step **6**. **Note:** If the panel's "Third-Party Password" is zero (0), it **must** be set to a non-zero value through a system keypad. Conversely, if the "Panel Code" (Account UID)" is zero, it will be set automatically by the software.

2) Set the "Account Name" as desired. For details, refer to "Working with Accounts and Folders". Multi-**Account** Systems: Rename the default 'Account folder' and Account name if desired (or set up a new account folder and/or 'Account' to be associated with the specific panel).

3) Rename the default Panel Group and Panel name if desired (or set up new ones if desired). For details, refer to "Panels, Panel Groups, and Related Settings".

4) Set up all items as required for connecting with the panel. For details, refer to "Panel Connection Overview".

5) Set up and activate a "Get from Panel" communications session. For details, refer to "Panel Communications and Updates".

6) This would be a good time to check what information was obtained from the panel. The list of users is a good place to start. For details, refer to "Users (Entrants/Panel Users)".

7) When finished, you can enter the facility address information if desired, and set up any operators who will have access to this account (this information is not stored at the panel). You can also set the "Service PIN", and "Feature Set" for the account at this time. For details, refer to "Account-Wide Panel Settings", and the section on "Operators".

8) Now, you may wish to add new items to the database, or set up additional features. For details, refer to the table of contents.

Customizing the MyTools Bar

You can Customize Your MyTools Bar

The MyTools bar/list can be customized as desired. The MyTools settings are saved separately for each operator, allowing everyone to use their preferred layout.

Tip: The contents of your MyTools bar (i.e., for the present operator) are saved automatically when you change any settings through this screen.

Opening and Positioning the MyTools Bar

To open or close the MyTools bar, click **[MyTools]** on the toolbar. To change its position, click-and-drag the top or left edge of the bar to a new location.

You'll typically use the MyTools bar, **or** the Tree, but not have both of them open at the same time.

Notice: If no items are set to appear on the MyTools bar, it will appear as a small empty button (right-click it to access this screen).

To save the position of your MyTools bar (along with other desktop changes) open the **View** menu, select **Desktop Settings**, and **Save**. (You will also be asked if you want changes saved when you logout or exit.)

Changing the Look or Content of Your MyTools Bar

Tip: If you are doing this for someone else, be sure to login as that operator.

To access the "Customize MyTools" screen, open the **View** menu, select **MyTools**, and then **Customize**. (You can also right-click the double-line at the starting-edge of the MyTools bar, and select **Customize**.)

Adding Items: Select the desired item(s) under "Available Buttons" and click **[Add]**. (Alternatively, you can drag-and-drop items into position.)

Tip: Use the "Separator" to visually separate blocks of items on your MyTools bar.

Removing Items: Select the desired item(s) under "Current MyTools Buttons" and click **[Remove]**. (You can also click-and-drag items out of the list.)

Changing Item-Positions: Select the desired item(s) under "Current MyTools Buttons", and click on the 'hand' pointing up or down as necessary. You can also 'drag' items to a new position (release items just above the desired position).

Changing Item-Names: Click twice **slowly** on the item-name in the "Current MyTools Buttons" list, and edit the name as desired. When finished, press the **[Enter]** key (or click elsewhere on the form).

For more information, refer to the selection-descriptions for this screen. When finished click **OK** to save your settings.

If you wish to leave your workstation: Click **[OK]** before you leave, and make any additional changes when you return.

- **Show Button Captions in MyTools:** Whether or not you want the text-descriptions to appear for items in your MyTools bar.
- **Show Button Icons in MyTools:** Whether or not you want the graphic symbols to appear for items in your MyTools bar.
- **Icon Position:** This selects the position of the graphic symbols relative to the text-description for each item in the MyTools bar (above, below, to the left, or to the right).
- **"Current MyTools Buttons" List:** This list shows the items that have been selected to appear on your MyTools bar.

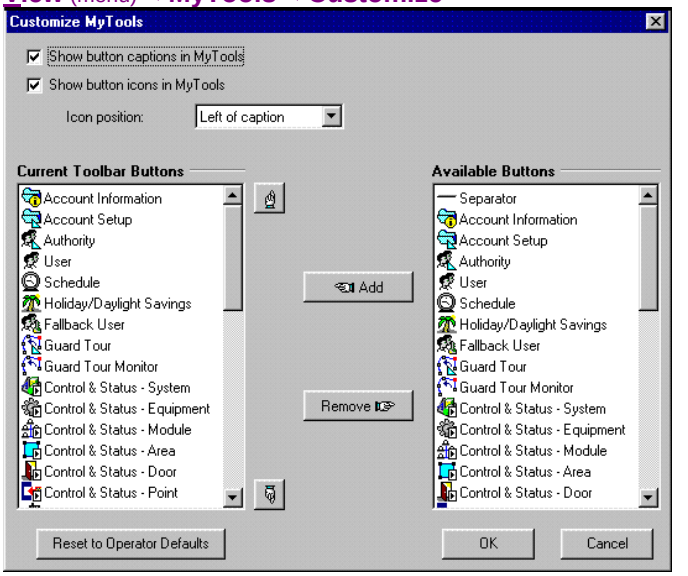
  This also shows the order of the items on your MyTools bar, in addition to the text-name for each item (refer to the task-descriptions for details on changing item positions or renaming items).
- **"Available Buttons" List:** This list shows all items that are available to you (as per your operator-permissions).

  Tip: Use the "Separator" to visually separate blocks of items on your MyTools bar.

Buttons

- **[Up] / [Down] Hand Symbols:** These buttons allow moving selected items up or down in the "Current MyTools Buttons" list.
- **[Add]:** This allows adding item(s) to your MyTools bar (first select the item(s) in the "Available Buttons" list).
- **[Remove]:** This allows removing items from your MyTools bar (first select the items in the "Current MyTools Buttons" list).
- **[Reset to Operator Defaults]:** This resets your list of selected items to include everything in the "Available Buttons" list (i.e., all items available through your operator-permissions).
- **[OK]:** This saves your selections and closes the screen.
- **[Cancel]:** This closes the "Customize MyTools" screen without saving your selections.

View (menu) ⇨**MyTools** ⇨**Customize**



If you wish to leave your workstation: Click **[OK]** before you leave, and make any additional changes when you return.

System Capacities

Software Licensing and Activation Key

Maximum system capacities and types of expansion / application modules supported depends on your software licensing, which is managed through a small 'activation key' and the license-manager software.

To update your system capacities, refer to "Software Activation and Licensing".

Checking or Updating Your System Capacities

To check your present system capacities, open the **Help** menu, and select **[About]**. Then, click **[License Info]**, and scroll within the small window to view your capacities.

(Any three-letter acronyms typically pertain to different types of door-controller modules, and other peripherals.)

To make use of your available capacities, the panel "**Feature Set**" needs to be set appropriately. For details, refer to "Account-Wide Panel Settings".

Note: Some of the capacities that follow also require additional panel memory to be installed (see the next table). System upgrades may involve a combination of upgrading software, hardware, and/or licensing (refer to the instructions provide with the upgrade kit).

Software Versions and Basic Capacities

License =>	PRIME	Enterprise	Enterprise Elite
Users	1,000	10,000	64000
Doors * (+ Elevators/Lifts)	16 *	1920 * / 3200 ‡ / 8000‡	1920 * / 3200 ‡ / 8000 ‡
Graphical User Interface (floating licenses)	2 (≥V4.73) §	10 +1/+5 ‡ ⇨50	10 +1/+5 ‡ ⇨50
Communication Clients	1	3 / 10 ‡ / 25 ‡	3 / 10 ‡ / 25 ‡
Panels	1	60 / 100 ‡ 250 ‡	60 / 100 ‡ 250 ‡
Accounts	1	10 / 3000 ††	100 / 3000 ††
Visual Director (and unlimited NetVision DVRs)	✓ (≥V4.73)	✓	✓
Photo-badging	✓ (≥V4.73) ‡	✓ ‡	✓ ‡
Client/Server Deployment	✓ (≥V4.73) §	✓	✓
Database Views and SQL Server Support	×	×	✓
ERM Capability	×	×	✓ ‡ "Adv. Features"
Remote Software Download (≥V4.7)	✓ (≥V4.73) §	✓	✓
VeDVR / NVe DVRs -- +1 / +5 DVRs	1 only (≥V4.73) §	(≥V4.71) 1 - 1023 ‡	(≥V4.71) 1 - 1023 ‡
March Networks DVRs -- +1 / +5 R5 DVRs -- R4 DVRs (unlimited)	 × ×	(≥V4.7) 1 - 1023 ‡ ✓ ‡	(≥V4.7) 1 - 1023 ‡ ✓ ‡

Notes and Exceptions: ‡ Optional via licensing**;** **§** For new systems / updated hasp key only; * To support doors/access-control and/or 'memory model' ≥4, xL panels (narrow mainboard) require a feature expansion board; • Client/Server operation also allows multi-server login; • Adding panels allows for more areas, sensors, doors, etc.; • Elevator (lift) capacity is shared with the door capacity; • Floor capacity is the same per panel or account (124), and can be for one building, or shared across multiple buildings; • Suite capacity is per panel, and is reduced by 5 for each (other type of) hardware module present. †† Optional via HASP key. For a full SQL server installation (not express) as set up and managed separately, and as selected during installation or through the DB generator utility;

Note: Playback for video events is NOT supported for March R4 DVRs.

Converted TDC/PDC Door Controllers: Up to 10 per panel (combined total). The above lists show only the items that are **different** between the two system versions. The sections that follow describe the overall maximum system capacities. * Support for suite-security keypads requires a "Feature-Set" selection of **5** or higher. To set this value, refer to "Account-Wide Panel Settings".

System-Wide Capacities

Client / Server Operation: This is dependant upon your software licensing (as managed through the license-manager software).

No. of Client Workstations and/or Panel-Connection Ports: These items are limited only by the licensing agreement, but subject to network performance, and system size / activity.

Operators: Not limited (subject only to hard-drive space).

Message Log Capacity (V4.7x): The following number of messages are supported:

Message Type	Typical (SQL Server Express)	SQL Server Inst. Option	After Auto-Purge
Alarm/event messages	1,000,000	20,000,000	Minus 5%
Communi-cations logs	50,000	50,000	Minus 10%
Operator logs	240,000	240,000	Minus 10%

Related Topics: Removing old Activity or Audit Logs (Purge)

Saved Reports: Not limited (subject only to hard-drive space).

Account Capacities

Panels and Connections: Number of panels per account is limited by the software licensing, and is also subject to PC and network performance. Up to 30 panels at a time can be connected together to share a single connection to a PC or modem. The number of panel connection **ports** is limited by licensing, port/modem availability, and PC performance.

Notes / Exceptions:

- The "Prime" version of the Guardall Director software ('feature set' 1, 2, 3, and 4) is limited to 1 panel per account.
- Automatic dial-in to transmit messages to the Guardall Director system is not supported through a shared connection (a modem is needed for each remote panel).
- Remote management through the panel's built-in Bell 103 (300 baud) modem/dialler is limited to 'feature set' 1 – 3 (one panel / up to 300 users per account).

Users: Same as the 'per panel' capacity (see the next table).

Card No./IDs vs. Firmware: Beginning with **V3.2** panel firmware, 32-bit ("9.5 digit") card numbers are supported (previously 7 digits). This also requires ≥ **V1.5** door/elevator controller firmware. With panel firmware **V3.2**, card IDs can be up to 999999999. With firmware **≥V3.31**, card numbers can be up to 4294967295.

Authorities: Same as the 'per panel' capacity (see the next table).

Schedules: (Depends on panel type and memory-model supported.)

50: ≤V4.3, **or** panels set to memory-model 1-3;
100 (≥V4.4): Panels set to memory-model 4-7;
250 (≥V4.4): Panels set to memory-model 8 or higher.

Holidays: 32 ≤V4.3; 50 ≥V4.4

Note: "Holiday" 1 and 2 are reserved for the dates to change between daylight savings and standard time.

Floors: 124 (in a single building, or the combined total for multiple buildings).

Guard Tours: Not limited (subject only to hard-drive space).

For each Main Panel (per panel-type +expansion, licensing and 'Feature-Set')

Panel Legend (for this table only, col. 2): **P0:** ISM (square mainboard);
P1: xL (narrow mainboard); **fe:** +**F**eature **E**xpansion board.

Feature Set	Panel + Expansion (½, 1, 2 **MB**)	Doors (+ Elev./Lifts)	Auth. Levels	History Events (Logs)	Users	User Names at Keypads	User LogOn	Panels	Minimum Software Needed
1 *	P0 / P1 / P1fe	16 / 0 / 16	30	1024	20	Yes	Pin Only	1	Prime (opt.)
2 *	P0 / P1 / P1fe	16 / 0 / 16	30	1024	100	Yes	2d ID + Pin	1	Prime (opt.)
3 *	P0 / P1 / P1fe	16 / 0 / 16	30	1024	300	Yes	3d ID + Pin	1	Prime (opt.)
4 *	P0 / P1fe	16	100	2048	1000	Yes	3d ID + Pin	1	Prime (opt.)

5 †	P0 / P1fe	32	100	2048	1000	Yes	3d ID + Pin	60 / 100 / 250	Enterprise
6 †	P0 / P1fe	32	100	2048	2000	Yes	4d ID + Pin	60 / 100 / 250	Enterprise
7 †	P0 / P1fe	32	100	1024	4000	No	4d ID + Pin	60 / 100 / 250	Enterprise
8 †	P0 / P1fe, +½	32	500	8192	10000	Yes	4d ID + Pin	60 / 100 / 250	Enterprise
9 †	P0 / P1fe, +½	32	500	8192	10000	No	4d ID + Pin	60 / 100 / 250	Enterprise
10 †	P0 / P1fe, +1	32	500	8192	20000	Yes	5d ID + Pin	60 / 100 / 250	Ent. Elite
11 †	P0 / P1fe, +1	32	1000	16384	20000	No	5d ID + Pin	60 / 100 / 250	Ent. Elite
12 †	P0 / P1fe, +1	32	1000	16384	20000	Yes	5d ID + Pin	60 / 100 / 250	Ent. Elite
13 †	P0 / P1fe, +2	32	1000	65536	64000	No	5d ID + Pin	60 / 100 / 250	Ent. Elite
14 †	P0 / P1fe, +2	32	1000	32768	64000	Yes	5d ID + Pin	60 / 100 / 250	Ent. Elite

† Supported 'feature-set' depends on your software licensing (as managed through the license-manager software). Feature-sets higher than 4 are supported only with the "Enterprise" version of Guardall Director.

* Local user admin. (via keypad) is supported in all systems, while local system configuration is supported only in single panel systems set to "**Feature Set**" 1, 2, 3, or 4. **Exception:** Keypad programming is supported in all systems for any 'application' modules that require this due to custom settings stored only at the module itself (HSC/printer module, RF/wireless module, and Smart PODs).

For details on setting the 'memory model', refer to "Account-Wide Panel Settings...".

Common Per-Panel Capacities (not based on 'Feature-Set')

Expansion / Application Modules: **24** system LCD keypads and/or other modules, or **60** suite-security keypads (see exceptions).

Exceptions: Suite-security keypads can be mixed with other modules if desired (the capacity for suite-security keypads is reduced by **5** for each system LCD keypad, and each other expansion / application module added. (For example, with 2 system keypads, 3 door controllers, and one point expansion module, a full-capacity "Enterprise" system could still support 30 suite-security keypads).

Converted TDC/PDC Door Controllers: Up to 10 per panel (combined total).

Areas: 16 monitored 'areas' per panel;

Doors: The "Enterprise" version of the software supports up to **32** doors **per panel**. The "Prime" version supports a **single panel** with **16 doors**.

Note: To support doors/access-control, xL panels (narrow mainboard), require a 'Feature Expansion Board'.

Elevators: The "Enterprise" version of the software supports up to **32** elevator (lift) cabs. Exception: This is shared with the door capacity (max. **32** combined total).

Floors: The "Enterprise" version of the software supports 124 unique access-controlled floors. (These can be in a single building, or the combined total across multiple buildings.)

Monitored Sensors (Input Points): (Depends on panel type, and number of point expander modules.)

Up to 128: ISM panels (square mainboard).
Up to 256 (≥V4.4): xL panels (narrow rectangular mainboard).

Input Capacity Detail:

ISM (square mainboard): 128 (120 external to the main panel). All of these can be wireless if keypads are set to zero each.

xL (narrow mainboard): 256 (all can be external / wireless if the main panel and keypads are set to 0 each).

Also See:
- Expansion Modules (**I/O** tab, then "Inputs:")
- System Settings for each Panel (**I/O Mapping** tab)

Programmable Outputs: 128 per panel.

Note: With ISM panels (square mainboard), outputs 005-008 are virtual outputs available only for use with the numeric paging feature.

Expansion Module Capacities and Features

Inputs and Outputs

	LCD keypad	Suite Keypad	Fire module	MAP annun.	RF module	Door ctrlr	I/O expansion	Elevator Controller
Inputs	1	8 / 4 / 2	8 class A/B	4	32	8	8 16	0
Outputs	1	2 / 1	2 (8)	16	-	4	2 (10) 8 (16)	0

Supervision

	LCD keypad	Suite Keypad	Fire module	MAP annun.	RF module	Door ctrlr	I/O expansion	Elevator Controller
Normally Closed	•	•	-	•	•	•	•	•
Normally Open with EOL	•	•	-	•	•	•	•	•
Normally Closed with EOL	•	-	-	•	•	•	•	•
Form C with EOL	•	•	-	•	•	•	•	•
Dual EOL	•	-	-	•	•	•	•	•
	LCD keypad	**Suite Keypad**	**Fire module**	**MAP annun.**	**RF module**	**Door ctrlr**	**I/O expansion**	**Elevator Controller**
Class 'A' (4 wire loop)	-	-	•	-	-	-	-	-
Class 'B' (2 wire loop)	-	-	•	-	-	-	-	-
Tamper	•	•	•	•	•	•	•	•

New style modules (≥V4.4): These use custom circuit types (configurable). ⇨

Readers / Doors

	LCD keypad	Suite Keypad	Fire module	MAP annun.	RF module	Door ctrlr	I/O expansion	Elevator Controller
Doors	N/A	-	N/A	N/A	N/A	2 4 8	N/A	2 (elevator cabs)
Readers (In/Out)	N/A	-	N/A	N/A	N/A	4 8 16	N/A	1 (inside cab)
Reader Features								
• Reader Tamper	N/A	-	N/A	-	-	•	-	•
• 5/12 V_{DC} Selectable	N/A	-	N/A	-	-	•	-	•
Reader Support								
• Wiegand	N/A	-	N/A	N/A	N/A	•	N/A	•
• Magstripe	N/A	-	N/A	N/A	N/A	•	N/A	•
• Proximity	N/A	-	N/A	N/A	N/A	•	N/A	•

• Arming Station	N/A	-	N/A	N/A	N/A	•	N/A	-
Door Unlock Relay	-	-	-	-	-	•	-	•
Auxiliary Relay	-	-	-	-	-	•	-	•
Module Heartbeat	-	-	-	-	-	•	-	•
Module Comm.	-	-	-	-	-	•	-	•
Module Low Power	-	-	-	-	-	•	-	•

Advanced Database Features

Overview of Features

Guardall Director provides a number of advanced database features:

• Database Query: Provides database 'views', allowing you (or other software) to link to the Director database to perform custom reporting tasks; • Automated User Import: Allows the Director software to be interfaced with a personnel management system (Also called: "**E**nterprise **R**esource **M**anagement");

• SQL Server Support: Allows your company's IT department take charge of the database under SQL Server.

Note: These features are optional and/or depend on your software licensing. **Details:** "System Capacities" (previous).

Tip: Many of the topics in this section (**>>**) either work together or apply to more than one database feature. As such, it is very useful to read all of these topics at least once before you attempt to set up any of this.

SQL Server Support

Tips: This feature is NOT required to enable any other features. Advanced database features are limited only by software version and licensing. This feature has also been referred to as "**Open Database**". This term is being phased out due to misinterpretation.

Introduction

Beginning with v4.7 for a typical installation, the Director database uses SQL server Express (which is included). You also have the option of letting your company's IT department take charge of the Director database under SQL Server (e.g., including maintaining backups, etc.). With the initial release of Director v4.7, SQL Server **2000** and **2005** are supported. In this case, the Guardall Director database will be placed on your SQL Server PC during software installation. This is intended only for larger systems that are already using SQL server to manage other databases.

SQL Versions supported:

Version (2005)	Note
Express	Typical installation (managed by the Director software).
Standard	SQL server installation option (managed through SQL server).
Workgroup	
Enterprise	

Installing with SQL Server Support

During software installation (and/or if you run the database-generator utility on its own), you will be asked if you wish to manage the database through a SQL-Server PC. If you select "Yes", you will be asked for a number of "User Logins" and passwords. These are discussed in the following section (**>>**).

Using the DB-Generator to Switch to SQL Server Support: Before running the database generator utility, ensure you have an up-to-date backup of the database (created with the current/newest version of Director software), as this will be needed to restore your data thereafter. Notice: If you accidentally select SQL server support during a software upgrade, switching back to the standard approach may require removing and reinstalling the Guardall

Director software. You will be prompted accordingly if this applies to you.

User-Logins (Needed for: Database Query, and SQL Server Support)

User 'Logins'

The "Database Query" feature, and SQL-server support require you to provide some login information that will be used to access the Guardall Director database.

Tip: With a system managed under SQL server, this information must match these values for the Director database entered at the SQL Server PC.

Also, if you wish to change these settings later on, you must ensure that no one is presently accessing the Director database (see the steps under "Table Repair Utility").

Overview

If you select SQL-server support during installation, you will be prompted for the "user login" information directly. Otherwise (or to change the settings later), you need to access the required form manually:
Guardall Director-Repair.exe (⇨**User Logins** 🗀).

The Table Repair Utility

In a client-server Guardall Director system, the database/table repair utility is available **only** through the server PC.
(This is the PC that includes "...Director-Server.exe".

Before using the table repair utility, first:

1) Client-server systems: Ensure that **no** copies of the Guardall Director (or communications) software are logged into the database (**Tools** menu, ⇨"Who is logged In").
2) **Shut down** Your Guardall Director (and communications) software (details follow).

Note: The communications software pertains to PCs that connect with system panels--via cable, modem, or IP-LAN/WAN (≥V3.3).

Shutting Down the Guardall Director Software

At the Guardall Director server, and each client PC (that uses this main database):

- Open the **File** menu;
- Select **Exit**;
- Select **Yes** when asked to confirm.

Shutting Down Communication Modules

At each PC that connects to system panels or modems:

- Open the task bar (move your mouse to the bottom-right of the screen);
- Check for a telephone/communication symbol on the right-hand side;
- If present, right-click this symbol, and select **Exit** from the pop-up menu.
- Select **Yes** when asked to confirm.

Setting Up "User Logins"

Before starting the table repair utility, ensure that all copies of the Guardall Director software (and associated server and communications components) are **shut down**.

At your Guardall Director workstation (server PC if client-server) open the Windows **Start** menu, and select **Programs**, **Guardall Director V4**, and **Guardall Director-Repair**.

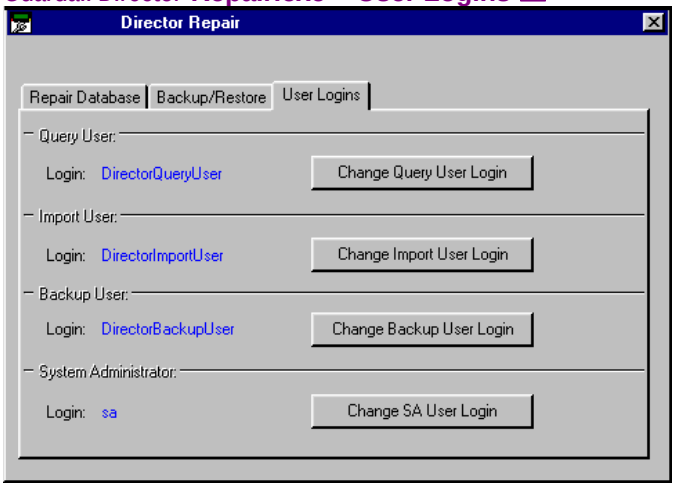
Select **User Logins** 🗀, and then refer to the item-descriptions for this screen while making your selections.

When finished, click the **[x]** in the upper-right corner of the 'Director-Repair' screen to close the database check/repair utility.

When you click **[Change...]** for each item below, you will be asked to enter a "User Login" and password. For a typical system (i.e., not being managed under SQL server), you can leave the login names at our default settings, and enter only your desired passwords.

Tip: For a system managed under SQL server, this information must be set to match the 'User Logins' (and passwords) for the Director database as entered at the SQL Server PC.
Notice: If you wish to change these settings later on, you must ensure that no one is presently accessing the Director database (see the steps under "Table Repair Utility", previous/above).

Guardall Director-**Repair.exe ⇨User Logins** 🗀



- **Query User / Change Query User Login:** This allows you (or your custom software) to link to the database and view stored information. This allows setting up custom queries (reports), and is also used by the auto-user import feature (ERM integration).

  Server roles: None required.
- **Import User / Change Import User Login:** This is used with the automated user import feature (ERM integration) feature.

  This is required when opening and editing the tables: **ErmUserImport** and **ErmUserImportResult**;
  Server roles: None required.
- **Backup User / Change Backup User Login:** This allows the Guardall Director software to backup and restore its database (for a system managed under SQL server);

  Server roles: Disk Admin.; Database Creator.
- **System Administrator / Change SA User Login:** This allows the Guardall Director software to access the database (for a system managed under SQL server).

  Server roles: System Administrator.

Linking to the Database (Used for: Custom Query/Reporting; ERM Integration)

Introduction

Director's "Database Query" feature allows you (or your custom software) to link to the database, and view or use the data as desired. (This pertains to read-only database 'views' (provided) that mirror the contents of the database.) This allows setting up custom reports (e.g., setting up your own custom queries in MS Access, or using a program such as "Crystal Reports". Database 'views' are also used with the auto user-import feature (ERM integration).

Notice: To generate custom queries and reports, you need to create a new (blank) database, and link to the Director database as discussed below.

Typical Systems (i.e., not running SQL Server)

"Query User Login" information is required to allow linking to the database. For a system set

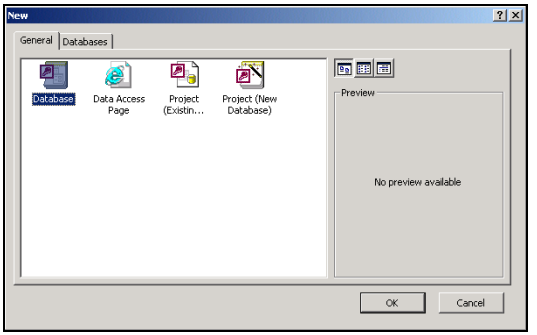
to be managed under SQL server, you will be prompted automatically for this during the installation. With a typical system (i.e., NOT using SQL server), you'll need to set this through the table repair utility.
Details / Steps: See "User-Logins" (previous).

Auto-User Update (ERM Integration): This feature uses the "**Import**UserLogin' instead for any tasks involving the 'ErmUserImport' and 'ErmUserImportResult' tables.

Linking to the Database to Generate Custom Queries and Reports

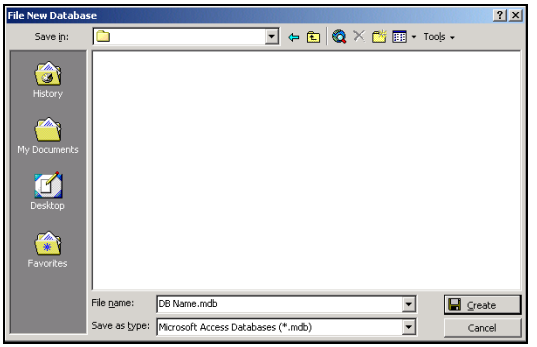
The following example and screens pertain to using MS Access to link to the database.

1) In MS Access, open the **File** menu, and select **New**. **Tip:** From now on, I'll condense menu selections (e.g., **File**, ⇨**New**).



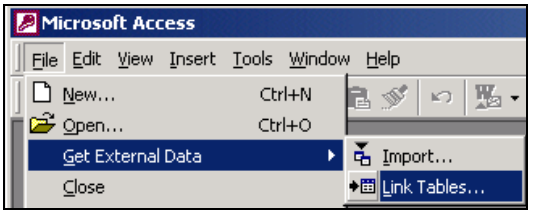
Double-click "Database".

2) In the next screen, give it a suitable name.

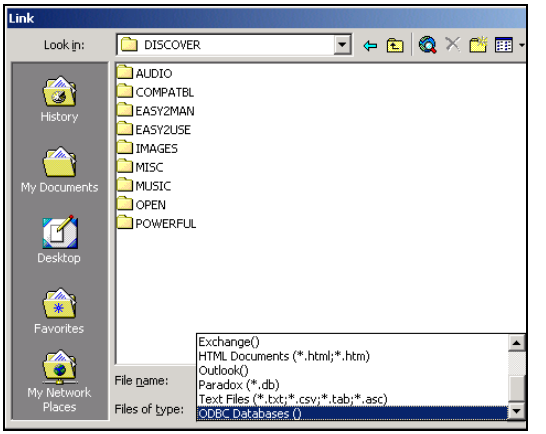


Then, click **[Create]**.

3) Select: **File**, ⇨**Get External Data**, ⇨**Link Tables** like this:

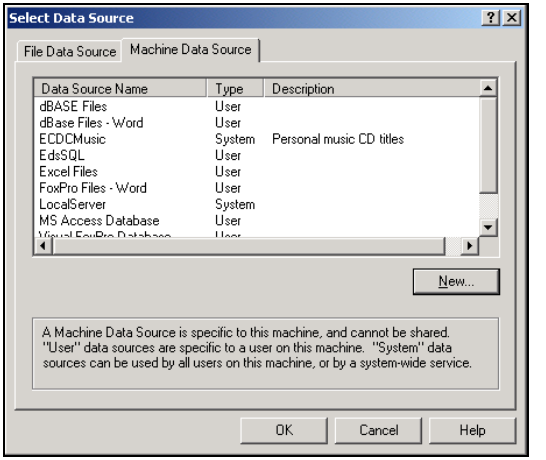


4) You can ignore most of this screen.



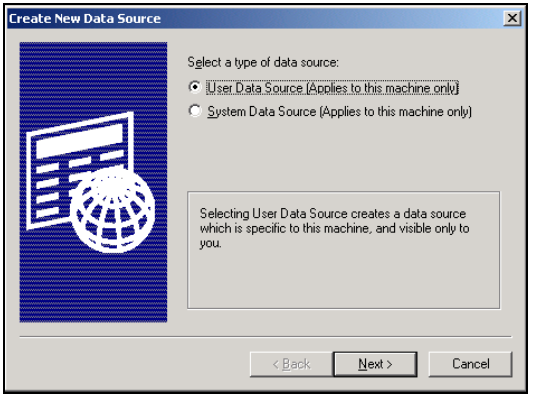
At the very bottom, open the "Files of type" field [▼], and select "**ODBC Databases ()**".

5) You can ignore most of this one, too:


Select Data Source
File Data Source
Machine Data Source
Data Source Name
Type
Description
dBASE Files User
dBase Files - Word User
ECDCMusic System Personal music CD titles
EdsSQL User
Excel Files User
FoxPro Files - Word User
LocalServer System
MS Access Database User
New...
A Machine Data Source is specific to this machine, and cannot be shared. "User" data sources are specific to a user on this machine. "System" data sources can be used by all users on this machine, or by a system-wide service.
OK
Cancel
Help

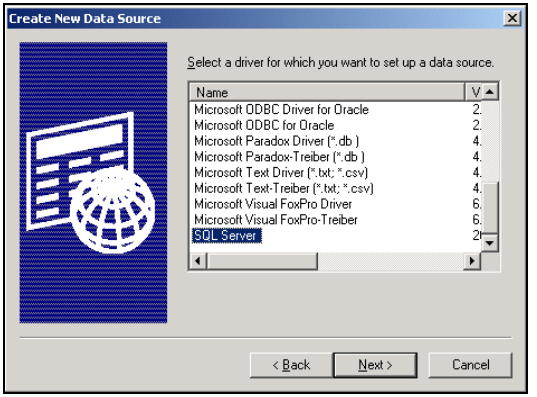
Just select **Machine Data Source**🗀 at the top, and click **[New]**.

6) This screen will appear:


Create New Data Source
Select a type of data source:
User Data Source (Applies to this machine only)
System Data Source (Applies to this machine only)
Selecting User Data Source creates a data source which is specific to this machine, and visible only to you.
< Back
Next >
Cancel

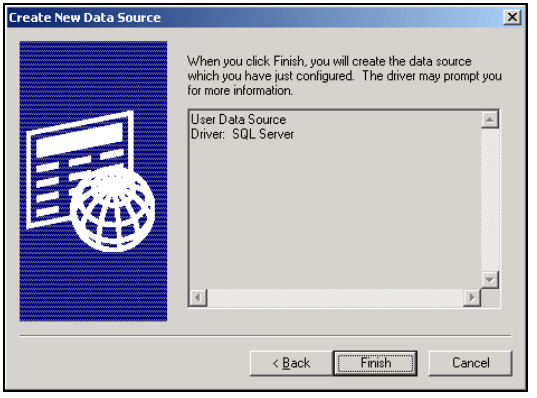
Select: **User Data Source (...)** at the top, and click **[Next]**.

7) In the next screen:


Create New Data Source
Select a driver for which you want to set up a data source.
Name
Microsoft ODBC Driver for Oracle
Microsoft ODBC for Oracle
Microsoft Paradox Driver (*.db)
Microsoft Paradox-Treiber (*.db)
Microsoft Text Driver (*.txt; *.csv)
Microsoft Text-Treiber (*.txt; *.csv)
Microsoft Visual FoxPro Driver
Microsoft Visual FoxPro-Treiber
SQL Server
< Back
Next >
Cancel

Select: **SQL Server** in the list, and click **[Next]**.

8) In the next screen, click **[Finish]**.

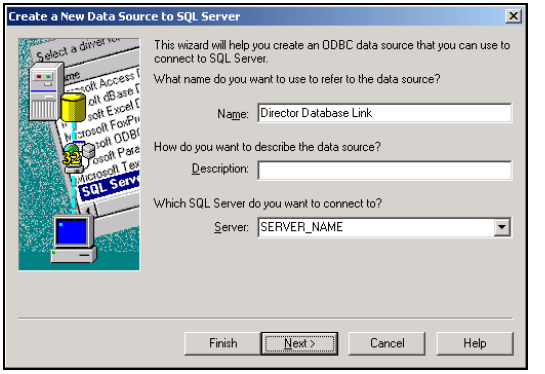

Create New Data Source
When you click Finish, you will create the data source which you have just configured. The driver may prompt you for more information.
User Data Source
Driver: SQL Server
< Back
Finish
Cancel

If you see any additional screens before the one shown below, respond appropriately ([Next], etc.).

Tip: If asked to log in, enter the "DirectorQueryUser" login name and password.

Exception: Auto card-import tasks involving the 'ErmUserImport' and 'ErmUserImportResult' tables require the "ImportUserLogin" login name and password.

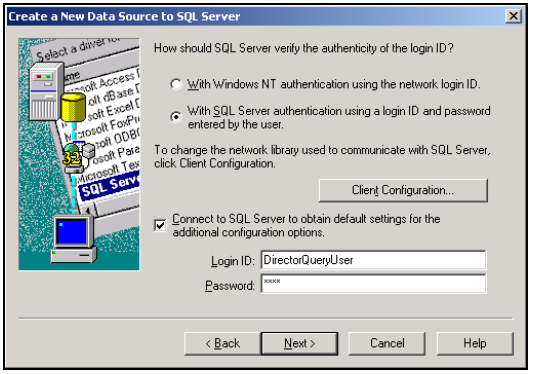
9) In the next screen, enter a suitable data source "Name", plus a "Description" if desired.


Create a New Data Source to SQL Server
This wizard will help you create an ODBC data source that you can use to connect to SQL Server.
What name do you want to use to refer to the data source?
Name: Director Database Link
How do you want to describe the data source?
Description:
Which SQL Server do you want to connect to?
Server: SERVER_NAME
Finish
Next >
Cancel
Help

Then, select your "Server" in the list, and click **[Next]**.

Tip: This may also be (or include) the name of the PC that contains the database.

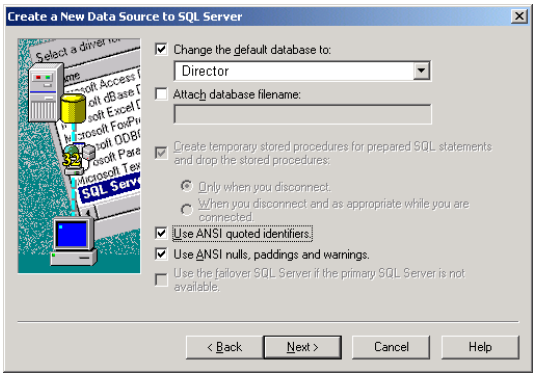
10) In the next screen, select "With SQL...", and "Connect to SQL..." as shown:


Create a New Data Source to SQL Server
How should SQL Server verify the authenticity of the login ID?
With Windows NT authentication using the network login ID.
With SQL Server authentication using a login ID and password entered by the user.
To change the network library used to communicate with SQL Server, click Client Configuration.
Client Configuration...
Connect to SQL Server to obtain default settings for the additional configuration options.
Login ID: DirectorQueryUser
Password:
< Back
Next >
Cancel
Help

Then, enter your "DirectorQueryUser" login ID and password, and click **[Next]**.

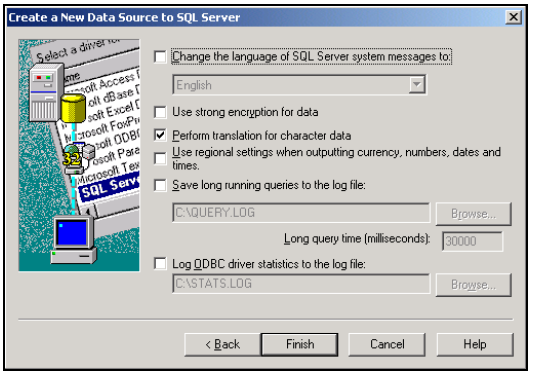
Exception: Auto card-import tasks involving the 'ErmUserImport' and 'ErmUserImportResult' tables require the "ImportUserLogin" login name and password.

11) In the next screen, make selections similar to as shown:


Create a New Data Source to SQL Server
Change the default database to:
Director
Attach database filename:
Create temporary stored procedures for prepared SQL statements and drop the stored procedures:
Only when you disconnect.
When you disconnect and as appropriate while you are connected.
Use ANSI quoted identifiers.
Use ANSI nulls, paddings and warnings.
Use the failover SQL Server if the primary SQL Server is not available.
< Back
Next >
Cancel
Help

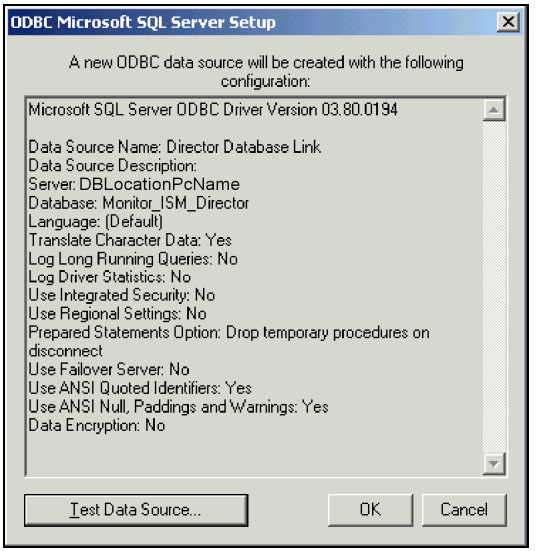
When ready, click **[Next]**.

12) And, again (almost done):



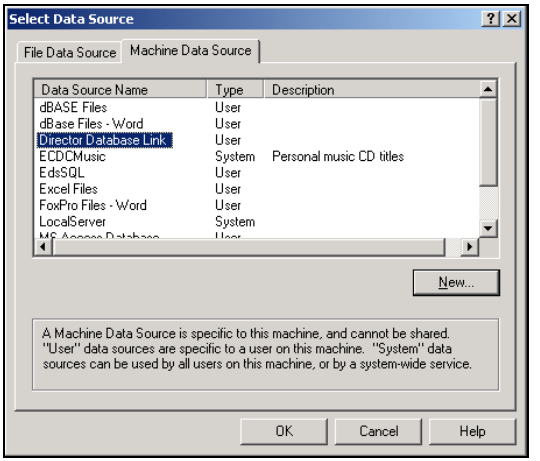
When ready, click **[Finish]**.

13) In the next screen, click **[OK]**, or **[Test Data Source]**, as desired:


ODBC Microsoft SQL Server Setup
A new ODBC data source will be created with the following configuration:
Microsoft SQL Server ODBC Driver Version 03.80.0194
Data Source Name: Director Database Link
Data Source Description:
Server: DBLocationPcName
Database: Monitor_ISM_Director
Language: (Default)
Translate Character Data: Yes
Log Long Running Queries: No
Log Driver Statistics: No
Use Integrated Security: No
Use Regional Settings: No
Prepared Statements Option: Drop temporary procedures on disconnect
Use Failover Server: No
Use ANSI Quoted Identifiers: Yes
Use ANSI Null, Paddings and Warnings: Yes
Data Encryption: No
Test Data Source...
OK
Cancel

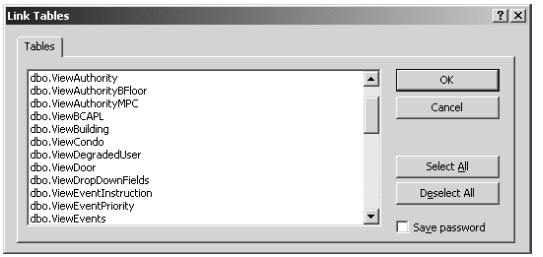
Tip: A successful "Test" indicates you've entered correct login data, etc.

14) In the next screen, select **Machine Data Source**🗀 at the top:



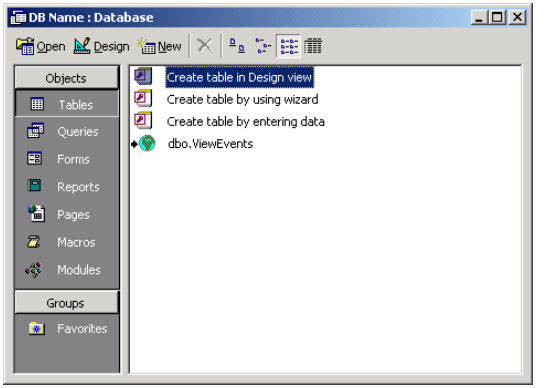
Then, select the "data source" you created, and click **[OK]**.

15) Now, select the Guardall Director database view(s) that you want to be available to you:



When ready, click **[OK]**.

16) Your selected Guardall Director database view(s) are now linked to your new database.



Now, you can apply the full power of your database software and programming skills to meet your requirements (set up database queries, etc.).

Understanding the Data

- SID is an account identifier.
- The remaining initial columns (up to 3 or 4) comprise the "Primary Key" that uniquely identifies each row.
- For details on additional columns, refer to the specific screens in the Director software (and/or the applicable help topics).
- For more information, and details on encoded values, search your Director CD for a file pertaining to "Database Views".

Automated User-Import (Used for: ERM Integration)

Introduction

Guardall Director provides an automated user import feature--allowing it to be interfaced with a personnel management system (Also called: "**E**nterprise **R**esource **M**anagement"). **Caution:** This requires source data with very specific structure.

Notice: For tasks involving the 'ErmUserImport' and 'ErmUserImportResult' tables, this feature requires connecting using the "**Import**UserLogin" login name and password.

Conceptual Aspects

- **Link/Database Query:** Allows looking at what's in the Director database (through the database 'views' provided). This is covered previously/above.
- **ErmUserImport** and **ErmUserImportResult** Tables: The ErmUserImport table can be updated by your custom software, and then polled on a regular basis (configurable) by the Director software, thus allowing user information to be updated automatically. When the information is imported, results and errors will be posted to the ErmUserImportResult table--providing feedback on how things went.
  Note: It is your responsibility to delete data as needed to keep this table at a manageable size.
- **Director's Automatic User Import Feature**: This allows setting up Guardall Director to automatically poll the ErmUserImport table (details to follow).

Software Interface ("Middleware") Tasks

The ERM interface typically includes custom software that:

- Queries the database to verify present content, and/or run custom reports;
- Writes data-commands (Add/Edit/Delete) to the **ErmUserImport** table;

- Checks the **ErmUserImportResult** table for errors,
  (and deletes processed information to keep the file to a manageable size);
- Prompts an IT / system operator to fix any errors in the source data/commands.

Required Data Format

Refer to the "Director ERM User Import" document which is included on the Guardall Director CD.

Typical Systems (i.e., not running SQL Server)

"Query User Login" information is required to allow linking to the database. For a system set to be managed under SQL server, you will be prompted automatically for this during the installation. With a typical system (i.e., NOT using SQL server), you'll need to set this through the table repair utility.
Details / Steps: See "User-Logins" (previous).

Setting Up Automated User Imports

Notice: As a precaution before setting up this feature, ensure you have an up-to-date backup copy of the database.
For details, refer to "Backing up or Restoring the Database".

1) Select **[Management]** in the 'tree'.

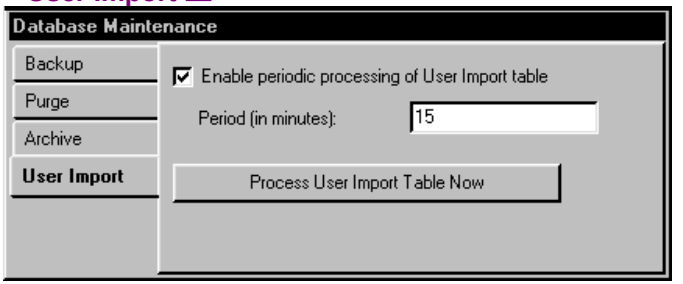
2) Select **Database Maintenance**, and open **User Import**🗀.

3) Then, refer to the item-descriptions for this screen while making your selections.

- **Enable Periodic Processing of User Import Table:** Select this to 'turn on' the automated card import feature.
- **Period (in minutes):** This is how long Director will wait before processing the 'ErmUserImport' table again (e.g., 15 minutes = 4 times per hour);

  Note: As discussed under "Conceptual Aspects", and "Software Interface ("Middleware") Tasks" -- both previous/above, it is the responsibility of your custom software to update the table with the desired commands and data--which will then be processed by the Director software at the time intervals selected here.
- **[Process User Import Table Now]:** This causes Director to process the table right away, rather than waiting until the next scheduled time.

[Management] ⇨Database Maintenance ⇨User Import 🗀



Ensuring Panels are Updated

To ensure panels are updated regularly, you should set up scheduled communications sessions for the panel(s). **Tip:** For any panels that are already connected/online, the update will occur automatically.
Related Topics: "Panel Communications and Updates"

Manually Importing User-Data From a Text File

Introduction

User data an be imported from an external file if necessary. **Caution:** This requires a source text file with very specific structure (otherwise, the database can become corrupted). As such, this feature should **not** be used by

persons who are unfamiliar with computers or text file formats.

Authority: This feature requires the authority to edit users.

Required Software Version and Licensing

This feature is supported beginning with v3.0 software. No special licensing is needed.

Required Data Format

Refer to the "File Requirements for User Import" document which is included on the Guardall Director CD.

Note: This file is **not** associated with the automated card import feature.

Importing Card Data Manually

1) As a precaution before using this feature, ensure you have an up-to-date backup copy of the database.
For details, refer to "Backing up or Restoring the Database".

2) Ensure your text file matches the required structure.

3) Open the **File** menu, and select **Import Users**.

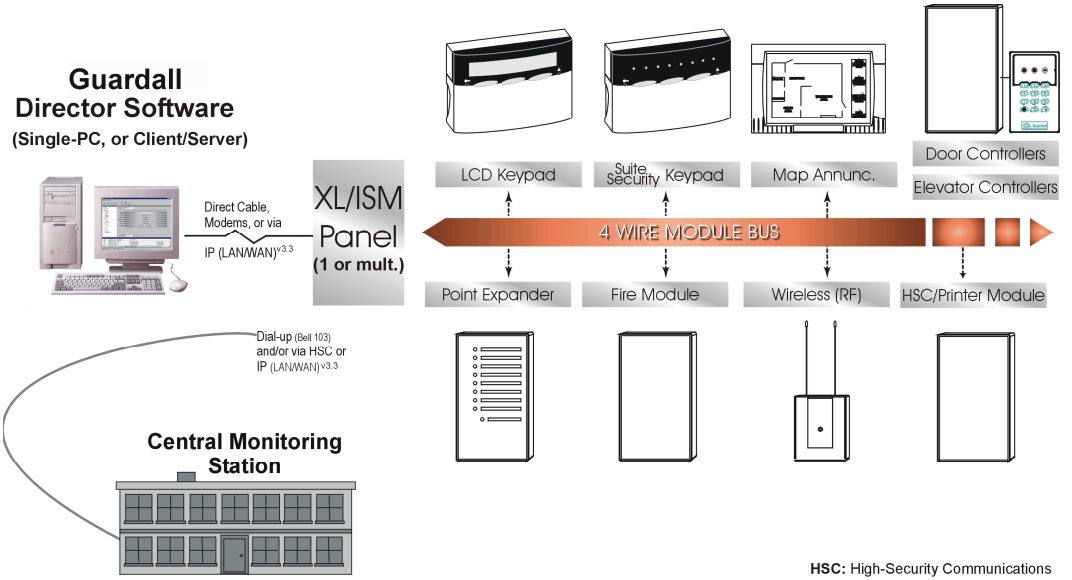
4) Locate and open your file (**[Open]**, or double-click).

5) Follow any additional prompts that appear.
(If errors occur, you may need to fix your file, and import it again.)

6) When finished, be sure to update the panel(s) with the new data.
Tip: For any panels that are already connected/online, this will occur automatically.
Related Topics: "Panel Communications and Updates"

System / Hardware Reference

Sites / Accounts: For managing larger systems, and systems in multiple locations, the Guardall Director software uses the concept of "Accounts". Each account can be a single panel, or many panels in different locations.



HSC: High-Security Communications

System Design Aspects (Topology)

The following concepts can be 'mixed and matched' as desired when designing a system:

PCs / Environments: The Guardall Director software can be installed for use on a single-PC, or across multiple PCs in a network environment. Different aspects of the software will be installed, depending on what each PC is used for (database server, operator workstation, and/or for panel/modem connections).

Client access to the server database is protected—based on a definable list of clients, each with its associated network "IP address". Multiple central databases can also be managed if desired. An operator can logoff from one server, and then login to another one.

Essentially, an account is a set of panel(s) or site(s) that will be managed as a single entity (shared users, etc.). Accounts can be arranged in folders, which are referenced when assigning operator permissions.

Selecting an account shows the monitoring window with messages received from the specific account, and provides access to admin. and configuration topics for the selected account.

Panels and Connections: Each account can include 1-60 panels (subject to licensing and PC / network performance). Up to 30 panels at a time can be connected together to share a single connection to a PC or modem.

Panels can connect through any PC in the Guardall Director system. A specific connection can be direct (via cable), or using dial up modems, or through a network (via IP). Cable connections are 'serial', with or without conversion to "RS485". (RS485 connections allow for longer distances, and/or multiple panels per connection.)

IP Connections: Secure and regular IP connections are also supported. **More:** IP Connectivity

Dial up panels with dedicated external modems (one panel per modem) can be set to automatically dial-in to the Guardall Director system to transmit alarms or blocks of activity messages. In other configurations, the alarms and events are transmitted when a connection is made with the specific panels (immediately, at a pre-programmed time, or on a repeating schedule).

Central monitoring is configured separately (for each individual panel), utilizing the 'Bell 103' (300 baud) modem/dialler built into each main panel, and/or an IP connection (SIP Reporting), or high-security communications (HSC--via Mark7/DVACS service in Canada). **Tip:** HSC modules also support a **printer**.

The built-in modems can also be used to remotely manage smaller sites (single-panel accounts with up to 300 users).

Guardall Director panel communications are managed through "Communication Pools", which allow selecting groups of modems to choose from when 'calling' a specific panel/site. Note: Communication 'pools' are used in all systems.

Initiating a connection with desired panel(s) allows a Guardall Director operator to monitor activity at an account (live/real-time), monitor guard-tours that are in effect, perform status-checking and device-control tasks, and/or synchronize panels with the software. **Note:** Panel updates can also be scheduled for regular intervals and/or 'quiet' times at the specific sites (such as overnight).

Alarm System Hardware

Main system panels, LCD keypads, and expansion modules provide the basic building blocks for each security system. Monitoring sensors, and various output/signalling devices complete the system.

System Capacities: For an extensive list of the number and types of
devices supported, refer to "System Capacities".

Main System Panels: This is the box or panel on the wall that acts as the brain of the system. All of the various detection devices connect to it. When a device is triggered, the control panel activates sirens or lights. If monitored, it alerts the Monitoring Station through the telephone lines (HSC or dial-up).

Expansion Modules: Various expansion modules are supported allowing additional monitored sensors, programmable outputs, and/or special features to be added to the system (such as door/access control, elevator/floor control, and suite security). All modules from an existing Fx or FxPro system are also supported. The system supports a total of 24 expansion modules (or 60 suite-security keypads).

xL LCD Keypad: A keypad provides users with on-site control, and the ability to operate the total alarm system. As well, LCD keypads provide an on-premise read-out indicating the location and nature of alarms.

Suite-Security Keypad: These units provide security features for 1 - 8 users in a single apartment/suite or facility. A suite-security keypad can be thought of as a private security system, providing intrusion monitoring and signalling features for a single suite/facility. Two types are available: 2-zone & 8-zone.

Contacts (Door and Window sensors): These are magnetic sensors that detect door or window openings. Contacts are normally required on exterior doors and both ground-floor and basement windows that can be opened. Upper-level doors and windows that can be reached from the roof, balcony, or 'deck' should also be protected.

Motion Detector: This is a device mounted strategically inside the facility to detect motion within a predetermined area. The most commonly used type is the infrared detector, which senses changes in infrared energy (temperature) related to movements within the coverage area. The coverage pattern and sensitivity of the unit can be adjusted during the installation to avoid false alarms due to pets.

Glass Break Detector: This is a sensor placed on a window or skylight that initiates an alarm at the moment glass is broken. This sensor 'listens' for the distinct sound of breaking glass or the feel of its vibrations. These sensors are not always necessary, however, if window contacts and/or motion detectors are used.

Smoke Detector: This is a smoke detector that senses smoke or flame, triggering a local alarm as well as transmitting an associated message to the monitoring station. The Monitoring Station, in turn, is able to notify the fire department on a 24-hr a day basis.

Panic Alarm: A panic alarm is another type of detector that can be added to a centrally monitored system. Panic buttons can be used to notify police, or other authorities as set up during installation. Panic buttons can be fixed or portable, worn around the neck or carried. This feature can provide immeasurable peace of mind for elderly or infirm persons---or anyone spending time alone in their home.

Carbon Monoxide Sensor: A device that detects toxic levels of carbon monoxide gas. Early warning of low levels of carbon monoxide allows preventative steps to be taken before serious harm occurs.

Critical Points: In addition to providing intrusion detection and peace of mind for fire and personal protection, many other conditions can be electronically supervised. For example supervising a freezer to alert someone when the temperature rises. Water and gas detectors also exist to safeguard against property damage, etc. These critical points can be monitored by a Monitoring Station 24 hours a day.

Readers and Cards/Tokens: Updated door-control modules are supported, providing access control (with In/Out tracking) for two doors (1 or 2 readers per door). The readers can be magnetic stripe, Wiegand, Proximity, or other readers that output in a standard magnetic stripe or Wiegand (swipe) format.

G-Prox readers, and the newer G-Prox `II` intelligent (jumper-free) readers and associated G-Prox proximity cards are fully supported. These readers are available with or without keypad, and in standard (wall/flush mount), mullion-mount, and "Arming Station" designs.

(Wiegand-output keypads allow for "Card Plus PIN" entry, and duress signalling.)

Two (definable) card formats are supported at the same time, allowing two types of Wiegand/Proximity cards to be used (per panel), or Wiegand/Prox and Magstripe/Barcode. Wiegand cards (or Wiegand output) can be the industry standard format-A 26-bit, or proprietary 36-bit format, plus user-definable Wiegand formats up to 40-bits in length. Magnetic stripe cards (or equivalent output) can be either standard magnetic stripe access cards, or custom/existing cards that meet the ISO 3554 industry standard (user-definable formats).

Cards with 'version numbers' are also supported, allowing fixed-ID cards to be reissued if lost or stolen.

"Matrix" style reader-keypads (i.e., that require additional wiring for the keypad) are supported only via converted PDC and TDC door controllers.

Keypad Tone Reference (≥V4.5 with ≥V4.42 firmware)

The following table shows keypad tones for the indicated conditions. Tones that are different for "Standard" vs. "Reversed" are shown in **bold**.

Tip: "Standard" versus "reversed" tones is selectable under:
Account Information, ⇨Setup🗀, ⇨"**Arm/Disarm and Tones**".

LCD keypad Tones

Condition	Standard Tones	Reverse Tones
Fire	1 second on and off.	1 second on and off.
Chime	Three 125 ms, short low level beeps	Three 125 ms, short low level beeps
Exit/Entry Delay	**Slow turn on/off tones:** **On Time: 250 ms** **Off Time:750 ms**	**Steady continuous tone**
Exit Delay with point open (see note below)	Fast turn on/off tones On Time: 250 ms Off Time: 250 ms	Fast turn on/off tones On Time: 250 ms Off Time: 250 ms
Confirm Exit delay	Fast turn on/off tones On Time: 250 ms Off Time: 250 ms	Fast turn on/off tones On Time: 250 ms Off Time: 250 ms
Trouble – Alarm, Area Fail to Arm (see note below)	**Steady continuous tone**	**Slow turn on/off tones:** **On Time: 250 ms** **Off Time:750 ms**
Entry delay with was/current in alarm	Very Fast turn on/off tones On Time: 125 ms Off Time: 125 ms	Very Fast turn on/off tones On Time: 125 ms Off Time: 125 ms
Area closing – 15 minutes	Three 125 ms, short tones. Tones faster during last 5 minutes	Three 125 ms, short tones. Tones faster during last 5 minutes

Note: For conditions referencing this note, the tone will NOT be generated if the applicable area's "Fail to Exit Mode" is set to None/0 (zero).

Table 2: Arming station Tones

Condition	Standard Tones	Reverse Tones
Fire	3 times 500 ms on and off, then there 1 second gap	3 times 500 ms on and off, then there 1 second gap
Chime	Double short : 125 ms on and 125 off four times	Double short : 125 ms on and 125 off four times
Exit/Entry Delay	**Slow cadence: slow on/off tones** **On Time: 250 ms** **Off Time:750 ms**	**Steady continuous tone**
Exit Delay with point open (see note below)	Fast cadence: fast on/off tones On Time: 250 ms Off Time: 250 ms	Fast cadence: fast on/off tones On Time: 250 ms Off Time: 250 ms
Confirm Exit delay	Fast cadence: fast on/off tones: On Time: 250 ms Off Time: 250 ms	Fast cadence: fast on/off tones: On Time: 250 ms Off Time: 250 ms
Trouble – Alarm, Area Fail to Arm (see note below)	**Steady continuous tone**	**Slow cadence: slow tune on/off tones:** **On Time: 250 ms** **Off Time:750 ms**
Entry delay with was/current in alarm	Fast cadence: fast on/off tones On Time: 250 ms Off Time: 250 ms	Fast cadence: fast on/off tones On Time: 250 ms Off Time: 250 ms
Area closing – 15 minutes	Double short tones: 125 ms on and 125 off four times. Tones faster during last 5 minutes	Double short tones: 125 ms on and 125 off four times. Tones faster during last 5 minute

Note: For conditions referencing this note, the tone will NOT be generated if the applicable area's "Fail to Exit Mode" is set to None/0 (zero).

Table 3: Buzzer via Output set to Follow Sonalert

Output Ref: Configuration, ⇨Output Points, ⇨[…], ⇨"Area, Area x, Sonalert…")

Condition	Standard Tones	Reverse Tones
Fire	2 seconds on/off.	2 seconds on/off
Chime	1 second on	1 second on
Exit/Entry Delay	**1 second on two second off**	**Steady continuous tone**
Exit Delay with point open (see note below)	1 second on/off	1 second on/off
Confirm Exit delay	1 second on/off:	1 second on/off
Trouble – Alarm, Area Fail to Arm (see note below)	**Steady continuous tone**	**1 second on two second off**
Entry delay with was/current in alarm	1 second on/off:	1 second on/off
Area closing – 15 minutes	1 second on. Tones faster during last 5 minutes	1 second on. Tones faster during last 5 minutes

Note: For conditions referencing this note, the tone will NOT be generated if the applicable area's "Fail to Exit Mode" is set to None/0 (zero).

On-Line Support & Product Information

On-Line Information and Support

The Guardall web site (http://www.guardall.com) provides access to product marketing and support information 24 hours a day, 7 days a week.

Guardall provides all product data-sheets and marketing materials as Adobe® PDF files for direct download and printing. Installation instructions and user's guides for current products are also available in PDF format.

Technical Support Web-Site

The technical support web site can be accessed through the main web site, and is also available directly under:

http://supportna.guardall.com (Notice: No WWW)

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http://www.guardall.com and
http://supportna.guardall.com

The Guardall web site is being updated for ease of use, and additional features.

To view or print a PDF file, you must have the Adobe® Acrobat reader software installed on your computer, and/or PDF support set up for your Internet 'browser' software. The Adobe® Acrobat reader is distributed freely, and can be downloaded from www.adobe.com.

To access the Guardall web-sites, you must have both Internet access and 'web browser' software installed and properly set up on your computer.

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